

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

**Friday
February 23, 2024
10:00 a.m.**

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



SoHum Health



Finance Committee

Date: Friday, February 23, 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

Time*	Page	Item
10:00 a.m.		A. Call to Order
10:01 a.m.		B. Public Comment (3-minute limit per person) See public comment instructions below.
10:05 a.m.		C. Announcements
10:10 a.m.		D. Previous Meeting Minutes 1. Minutes from Friday, December 22, 2023 2. Minutes from Friday, January 19, 2024
		E. Discussion and Review
10:15 a.m.		1. Financials – Paul Eves
10:30 a.m.		2. January 2024 Patient Financial Services and HRG Reports – Marie Brown
		F. Discussion Items to Report to the Board
		G. Next Meeting: March 22, 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 the 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: Tuesday, February 20, 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.



Finance Committee

Date: Friday, January 19, 2024

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 Marie Brown, PFS manager.

By Webex: Kent Scown, COO

- A. Call to Order – Corinne Stromstad called the meeting to order at 10:02 a.m.
- B. Public Comment (3-minute limit per person) – none
- C. Announcements - none
- D. Previous Meeting Minutes – Minutes from November 17, 2023.
 - Due to Technical difficulties, December’s minutes will be presented at the January 26 Governing Board meeting.
- E. Discussion and Review
 1. Financials – Paul Eves, CFO
 - The December financials were unavailable this month due to problems with the Net Suite and EPIC conversions.
 - The finance team will apply for a loan to fund the IGT rate range at the subsequent governing board meeting.
 - Paul Eves reported that we collected \$1,160,350 from the Parcel Tax.
 2. December 2023 HRG Report – Marie Brown
 - Marie presented the highlights of the HRG report and stated that we have received our 1st payment from a collection agency in two years.
- 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, February 23, 2024.
- H. Adjourned at 10:45 a.m.

Minutes by Darrin Guerra

Southern Humboldt Community Healthcare District

January 2024 – Centriq & Epic Combined



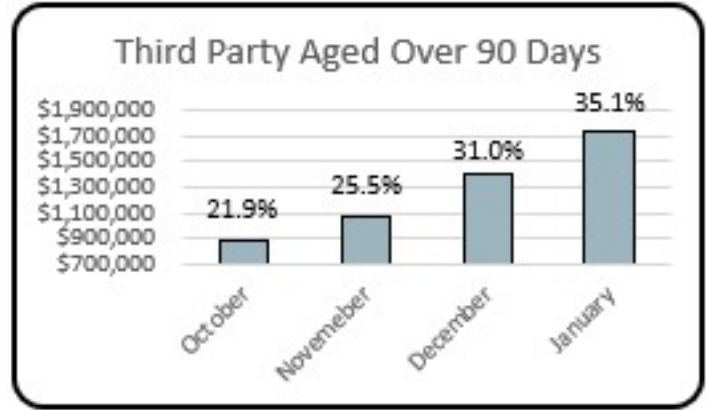
SoHum Health

Key Items

- ➔ Cash totaled \$1.1M, 97% of net revenue
- ➔ AR decreased to 89.9 days
- ➔ Third Party aging increased \$332K, to 35%
- ➔ Unbilled AR decreased 2.3 days, ending at 22.8 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 January closed with \$6.8M in gross AR or 89.9 days. Revenue came in \$104K higher than what was reported in December ending at \$2.5M. Third Party AR saw an increase of 2.8 days ending at 39.5 days. Unbilled AR decreased 2.3 days ending at 22.8 AR days. Cash collections came in roughly \$75K less than what was collected in December—still exceeding \$1M. Cash collections came in at \$1.1M or 97% of net revenue. HRG and SHCHD continue to have a 30 minute HB (hospital billing) claims call with OCHIN/Epic every Thursday to discuss current and 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. 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. This change is effective for claims with date of service on or after 2/1/24. A ticket was opened with OCHIN to get the Epic build corrected to prevent delays in cash collections and an increase in AR.
- **Self Pay:** Self Pay AR reduced 1.4 days since December. Self Pay collections came in at \$37K, which is \$13K more than what was collected in December. A bad debt file was sent over in November, however, a file was not sent in the month of December nor January due to an AB1020 requirement that were 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. A significantly large bad debt file has been approved by SHCHD and this file was originally scheduled to be sent over to collections in January, however, HRG's system had a glitch. The system did not generate new Goodbye Letters with the FAA attached like it should have, so the accts on the bad debt file did not meet the AB1020 requirements. This issue has been corrected, and new Goodbye Letters with the FAA attached have been sent to patients who are eligible for bad debt. A new bad debt file will be generated and sent in February. We continue to work with COCC to ensure accounts can be transferred to Bad Debt via Epic timely.
- **Third Party Aging:** January closed with \$1.7M in Third Party balances aged over 90 days, totaling 35%. 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 saw a large increase of denials in the month of January. HRG is spending the month of February deep diving into the denials and creating a map of denials that are logged/posted that require an action of 'do not report.' We will also be working with SHCHD directly to map these out. Medicare is sitting at \$453K aged over 90 days or 26.5%, this is an overall increase of \$111K from December. Medicaid increased by \$45K to 33.8%. Commercial is up \$139K to 48.5%, and Work Comp increased \$36K to 64.2%. The third party aging includes balances that are out of billings control due to discharged not billed (DNB) errors which are preventing the claim from being billed. The more common DNB errors are Laboratory Review Needed, Lab Orders Not Resulted, Coding Not Complete, Radiology Review Needed etc.



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

January 2024

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FINANCE DASHBOARD

	Target	August-23	September-23	October-23	November-23	December-23	January-24
REVENUE							
Net Revenue		\$1,037,572	\$1,079,978	\$1,145,123	\$943,736	\$1,178,211	\$1,313,381
Gross Revenue		\$1,781,158	\$1,922,299	\$2,130,187	\$2,037,494	\$2,402,068	\$2,506,331
CASH							
Cash Collections as a % of Net Revenue	100%	60%	52%	105%	84%	129%	97%
Cash Collections		\$523,891	\$535,583	\$1,131,808	\$958,049	\$1,214,685	\$1,139,209
ACCOUNTS RECEIVABLE							
Net AR		\$2,556,189	\$3,334,591	\$3,318,523	\$3,071,787	\$3,409,568	\$3,484,000
Gross AR		\$4,558,438	\$5,850,618	\$5,974,477	\$6,060,571	\$6,475,740	\$6,787,249
Unbilled	3	27.0	26.8	21.7	20.9	25.1	22.8
Third Party	26	22.0	44.5	43.5	41.5	36.7	39.5
Self Pay	16	28.5	33.5	32.1	30.2	29.0	27.6
Total Days in AR	45	77.5	104.8	97.3	92.6	90.7	89.9
Days in AR - Credit Balances	< 1	2.43	1.94	1.75	1.78	2.19	3.85
UNBILLED							
In-house	< 2 Days	1.0	0.6	0.9	1.7	0.7	1.1
DNFB	< 1 Day	26.0	26.2	20.7	19.2	24.4	21.7
Total Unbilled	<3 Days	27.0	26.8	21.7	20.9	25.1	22.8

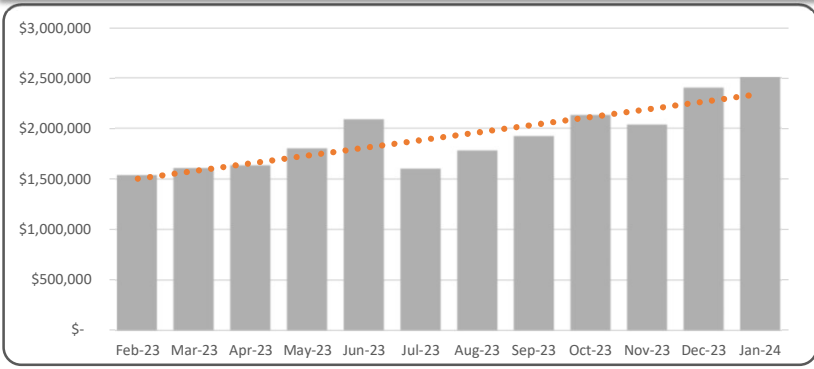
	Target	August-23	September-23	October-23	November-23	December-23	January-24
AGING (excluding credits)							
Medicare Aging > 90 Days	11%	2.9% \$ 28,545	2.3% \$ 28,992	12.6% \$ 178,527	18.3% \$ 251,559	23.3% \$ 341,575	26.5% \$ 452,974
Medicaid Aging > 90 Days	12%	15.7% \$ 224,776	12.4% \$ 249,962	23.9% \$ 425,283	26.3% \$ 494,426	32.1% \$ 656,471	33.8% \$ 701,925
Commercial Aging > 90 Days	20%	17.0% \$ 81,080	20.8% \$ 137,530	28.9% \$ 215,261	32.1% \$ 241,142	40.4% \$ 372,247	48.5% \$ 511,603
Work Comp Aging > 90 Days	35%	10.9% \$ 10,958	11.2% \$ 11,804	52.8% \$ 72,081	47.7% \$ 75,722	34.1% \$ 30,991	64.2% \$ 66,629
Total Third Party Aging > 90 Days	13%	11.6% \$ 345,359	10.6% \$ 428,288	21.9% \$ 891,151	25.5% \$ 1,062,849	31.0% \$ 1,401,283	35.1% \$ 1,733,132
CLAIM SUBMISSION EFFICIENCY							
Claims Submission		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	1,993 \$ 2,676,735
Clean Claims	85%	87%	97%	96%	98%	98%	97%
Denial Percent	5%	9%	11%	18%	8%	3%	7%
Total Denial Rate	Count Amt	111 \$ 105,119	108 \$ 159,615	210 \$ 344,840	215 \$ 185,849	142 \$ 62,881	270 \$ 154,975
Late Charges	Count Amt	22 \$ 5,276	12 \$ 13,051	122 \$ 16,253	13 \$ 3,811	43 \$ 14,541	67 \$ 7,612
Communication Log Backlog		53 \$ 81,404	85 \$ 86,724	85 \$ 81,140	84 \$ 81,109	83 \$ 57,862	83 \$ 86,122

	Target	August-23	September-23	October-23	November-23	December-23	January-24
INVENTORY & QUALITY							
Total Inventory		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	2,528 \$ 2,087,543
New		70 \$ 19,995	31 \$ 11,604	8 \$ 1,882	3 \$ 4,428	8 \$ 2,313	7 \$ 4,842
Resolved		140 \$ 18,863	123 \$ 16,210	161 \$ 22,561	139 \$ 15,241	66 \$ 7,528	79 \$ 66,023
Aged >180 days from Assignment	< 25%	51.6% \$ 866,361	48.7% \$ 910,447	49.0% \$ 966,614	54.6% \$ 1,079,326	58.4% \$ 1,208,432	52.1% \$ 1,088,207
Total Payment Plans over 120 days		\$8,825	\$7,827	\$19,957	\$21,990	\$21,317	\$19,292
Average Speed to Answer	< 60 seconds	11	23	25	0	23	7
STATEMENTS & LETTERS							
Statements & Letters		749	763	374	594	172	102
Charity Care Applications In Process		9 \$ 3,364	0 \$ -	5 \$ 5,842	0 \$ -	0 \$ -	0 \$ -
Inbound and Outbound Calls	In Out	140 169	123 192	145 204	3 230	135 259	129 152
WRITE OFFS							
Bad Debt as a % of Gross Revenue	< 2%	0.0% \$ -	0.0% \$ -	0.0% \$ -	5.3% \$ 108,610	0.0% \$ -	0.0% \$ -
Charity as a % of Gross Revenue	< 2%	0.2% \$ 4,244	0.1% \$ 1,705	0.2% \$ 5,068	0.0% \$ -	0.0% \$ -	2.3% \$ 56,527

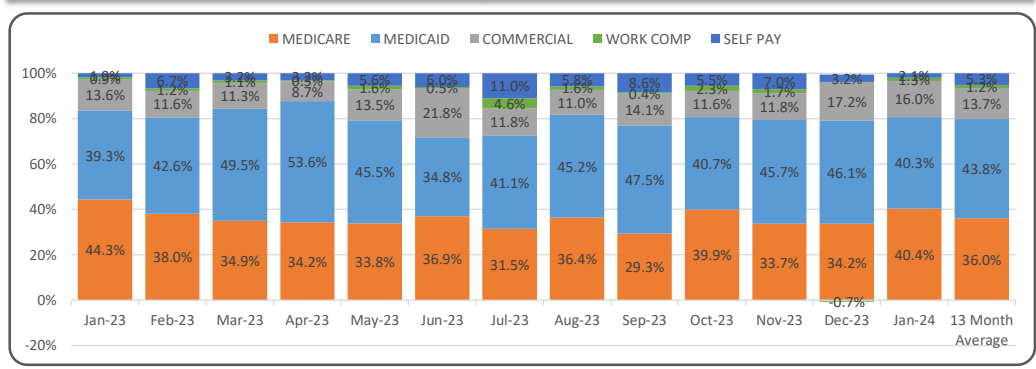
GROSS REVENUE

PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	\$ 717,741	\$ 584,209	\$ 560,965	\$ 557,768	\$ 608,991	\$ 770,520	\$ 504,094	\$ 648,555	\$ 563,819	\$ 849,853	\$ 686,408	\$ 820,695	\$ 1,011,885	\$ 683,500
MEDICAID	\$ 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	\$ 1,008,861	\$ 830,639
COMMERCIAL	\$ 220,365	\$ 178,568	\$ 182,374	\$ 142,791	\$ 243,074	\$ 454,637	\$ 189,003	\$ 196,363	\$ 271,079	\$ 247,190	\$ 241,360	\$ 413,697	\$ 402,037	\$ 260,195
WORK COMP	\$ 15,137	\$ 17,996	\$ 18,086	\$ 5,119	\$ 29,663	\$ 10,915	\$ 73,141	\$ 28,402	\$ 8,619	\$ 48,010	\$ 35,245	\$ (17,130)	\$ 32,033	\$ 23,480
SELF PAY	\$ 30,494	\$ 102,332	\$ 50,784	\$ 52,413	\$ 100,841	\$ 126,294	\$ 175,618	\$ 102,746	\$ 164,957	\$ 117,250	\$ 143,534	\$ 76,560	\$ 51,516	\$ 99,641
TOTAL	\$ 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	\$ 2,506,331	\$ 1,897,455
AVERAGE DAILY REVENUE	\$ 56,015	\$ 52,705	\$ 52,936	\$ 53,670	\$ 54,796	\$ 60,691	\$ 59,681	\$ 58,817	\$ 55,829	\$ 61,407	\$ 65,484	\$ 71,410	\$ 75,499	\$ 59,918

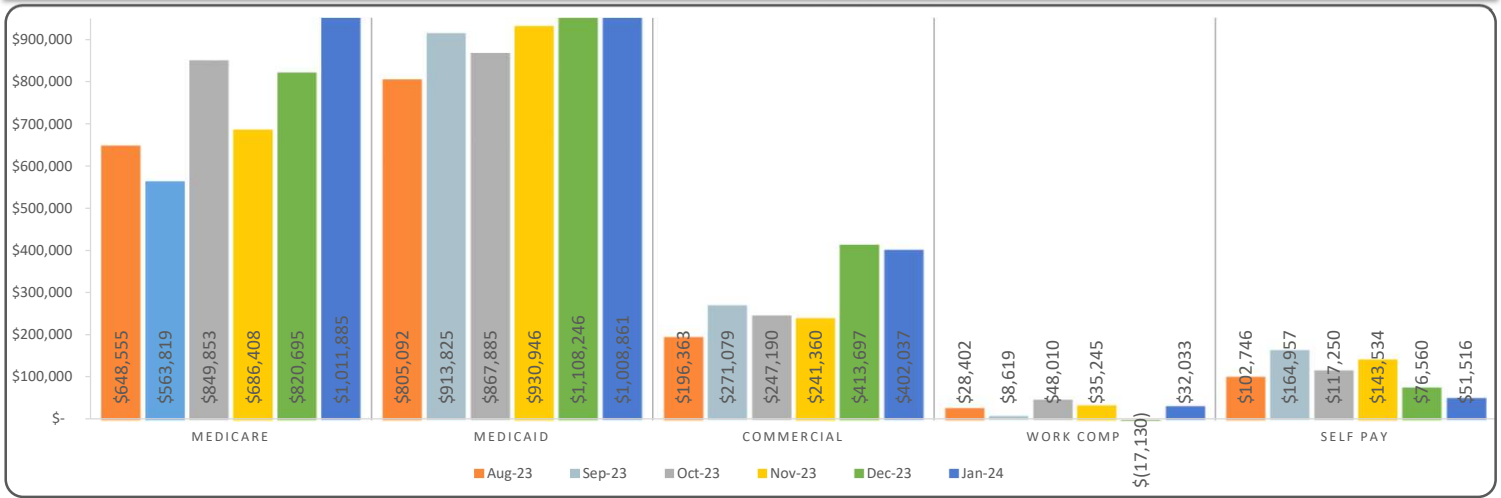
Gross Revenue



Payer Mix



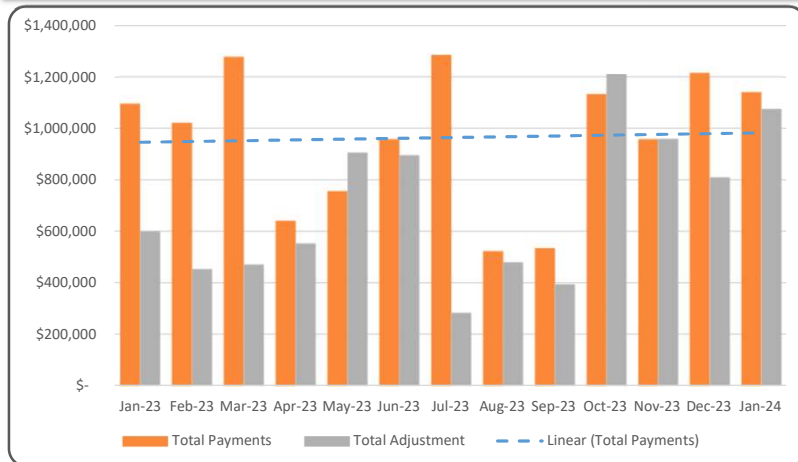
Revenue Trending By Payer



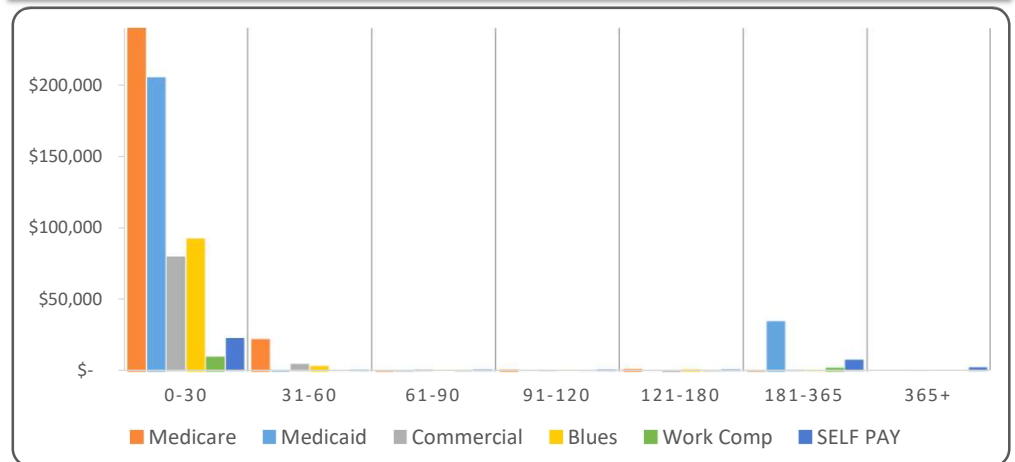
CASH DETAIL

PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE														
Payments	\$ 591,668	\$ 592,859	\$ 743,922	\$ 310,558	\$ 300,837	\$ 380,113	\$ 851,353	\$ 273,732	\$ 303,327	\$ 572,057	\$ 539,621	\$ 656,043	\$ 661,118	\$ 521,324
Adjustments	\$ (87,776)	\$ (99,709)	\$ (134,234)	\$ 106,519	\$ 138,215	\$ 166,800	\$ (297,566)	\$ 14,075	\$ 40,065	\$ 133,024	\$ 129,515	\$ 2,826	\$ 137,240	\$ 19,153
Collection %	117%	120%	122%	74%	69%	70%	154%	95%	88%	81%	81%	100%	83%	96%
MEDICAID														
Payments	\$ 314,806	\$ 255,109	\$ 277,640	\$ 193,806	\$ 300,483	\$ 275,555	\$ 192,283	\$ 90,923	\$ 92,296	\$ 313,889	\$ 229,010	\$ 310,938	\$ 242,089	\$ 237,602
Adjustments	\$ 547,064	\$ 449,945	\$ 461,105	\$ 361,576	\$ 609,604	\$ 571,141	\$ 466,985	\$ 399,800	\$ 295,314	\$ 971,132	\$ 641,672	\$ 700,680	\$ 799,319	\$ 559,641
Collection %	37%	36%	38%	35%	33%	33%	29%	19%	24%	24%	26%	31%	23%	30%
COMMERCIAL														
Payments	\$ 48,629	\$ 73,731	\$ 117,204	\$ 36,603	\$ 42,946	\$ 90,936	\$ 120,614	\$ 46,506	\$ 40,074	\$ 66,438	\$ 65,228	\$ 55,591	\$ 86,125	\$ 68,510
Adjustments	\$ 21,767	\$ 27,065	\$ 30,397	\$ 24,802	\$ 26,556	\$ 66,876	\$ 27,237	\$ 17,350	\$ 20,479	\$ 29,216	\$ 22,136	\$ 14,629	\$ 16,620	\$ 26,548
Collection %	69%	73%	79%	60%	62%	58%	82%	73%	66%	69%	75%	79%	84%	71%
BLUES														
Payments	\$ 92,264	\$ 63,385	\$ 96,727	\$ 54,673	\$ 79,624	\$ 162,086	\$ 89,306	\$ 55,087	\$ 76,601	\$ 120,414	\$ 68,971	\$ 137,865	\$ 98,826	\$ 91,987
Adjustments	\$ 44,703	\$ 43,122	\$ 51,765	\$ 30,285	\$ 68,579	\$ 62,281	\$ 55,589	\$ 28,987	\$ 29,422	\$ 43,963	\$ 37,046	\$ 59,992	\$ 50,618	\$ 46,642
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	72%	73%	65%	70%	66%	69%
WORK COMP														
Payments	\$ 17,126	\$ 4,638	\$ 7,853	\$ 17,944	\$ 4,105	\$ 6,593	\$ 11,971	\$ 34,920	\$ 2,990	\$ 18,118	\$ 7,910	\$ 30,109	\$ 13,561	\$ 13,680
Adjustments	\$ 6,198	\$ 1,926	\$ 8,982	\$ 8,713	\$ 9,697	\$ 2,215	\$ 7,288	\$ 7,277	\$ 2,489	\$ 9,638	\$ 739	\$ 24,588	\$ 5,401	\$ 6,950
Collection %	73%	71%	47%	67%	30%	75%	62%	83%	55%	79%	91%	55%	72%	66%
SELF PAY														
Payments	\$ 30,943	\$ 31,426	\$ 33,213	\$ 27,729	\$ 28,466	\$ 42,832	\$ 19,754	\$ 22,724	\$ 20,294	\$ 40,894	\$ 47,308	\$ 24,138	\$ 37,492	\$ 31,324
Bad Debt Recoveries	\$ 44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3
Adjustments	\$ 6,237	\$ 17,897	\$ 30,789	\$ 21,095	\$ 31,837	\$ 17,525	\$ 14,103	\$ 9,683	\$ 5,797	\$ 23,642	\$ 19,912	\$ 7,961	\$ 9,710	\$ 16,630
Charity Care	\$ 63,113	\$ 14,747	\$ 23,556	\$ 973	\$ 21,551	\$ 9,633	\$ 10,549	\$ 4,244	\$ 1,705	\$ 5,068	\$ -	\$ -	\$ 56,527	\$ 16,282
Bad Debt	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 108,610	\$ -	\$ -	\$ 8,355
Total SP Adjustments	\$ 69,350	\$ 32,644	\$ 54,346	\$ 22,067	\$ 53,388	\$ 27,157	\$ 24,653	\$ 13,927	\$ 7,502	\$ 28,710	\$ 128,522	\$ 7,961	\$ 66,236	\$ 41,266
Collection %	31%	49%	38%	56%	35%	61%	44%	62%	73%	59%	27%	75%	36%	50%
TOTAL														
Total Payments	\$ 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	\$ 1,139,209	\$ 964,429
Total Adjustment	\$ 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	\$ 1,075,435	\$ 658,936
Total Collection %	65%	69%	73%	54%	46%	52%	82%	52%	58%	48%	50%	60%	51%	58%

Cash & Adjustment Trending

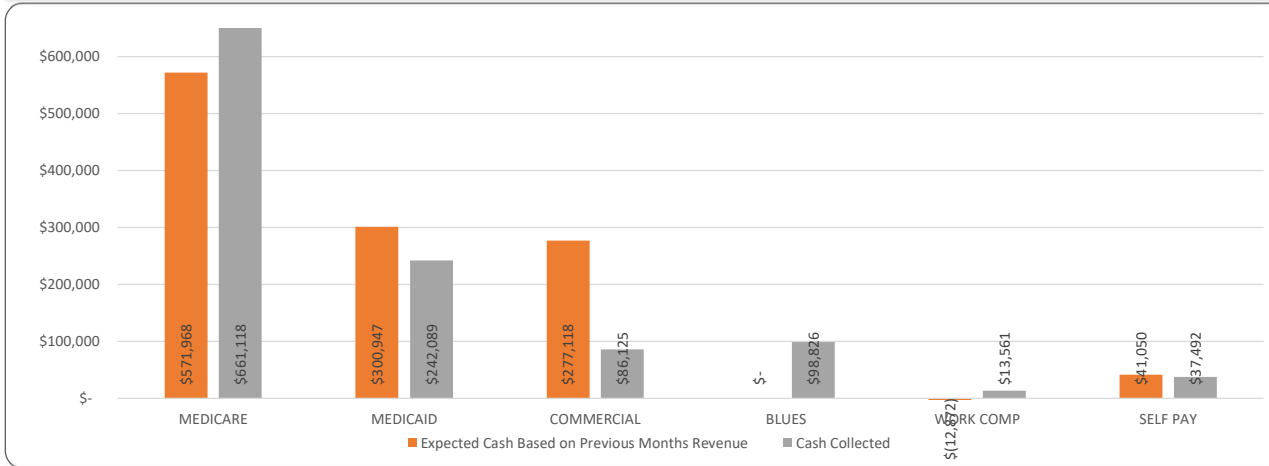


Cash Collections by Discharge Date

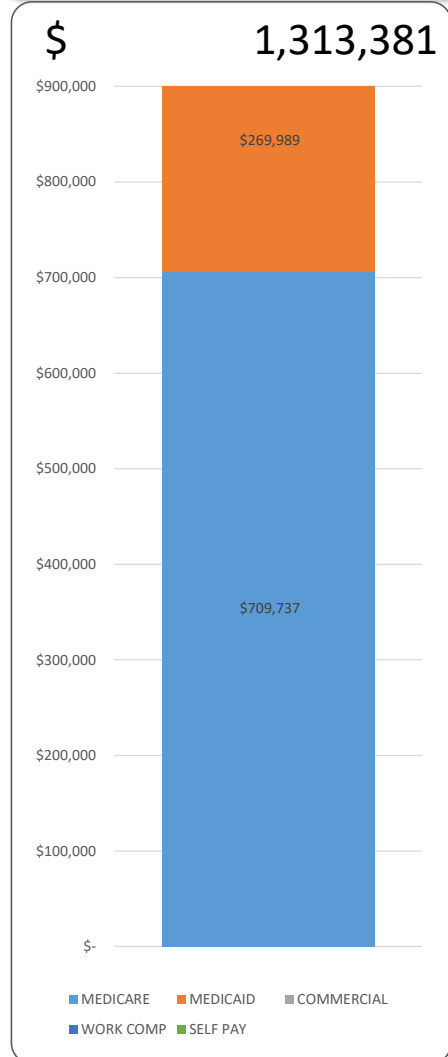


CASH FORECASTING

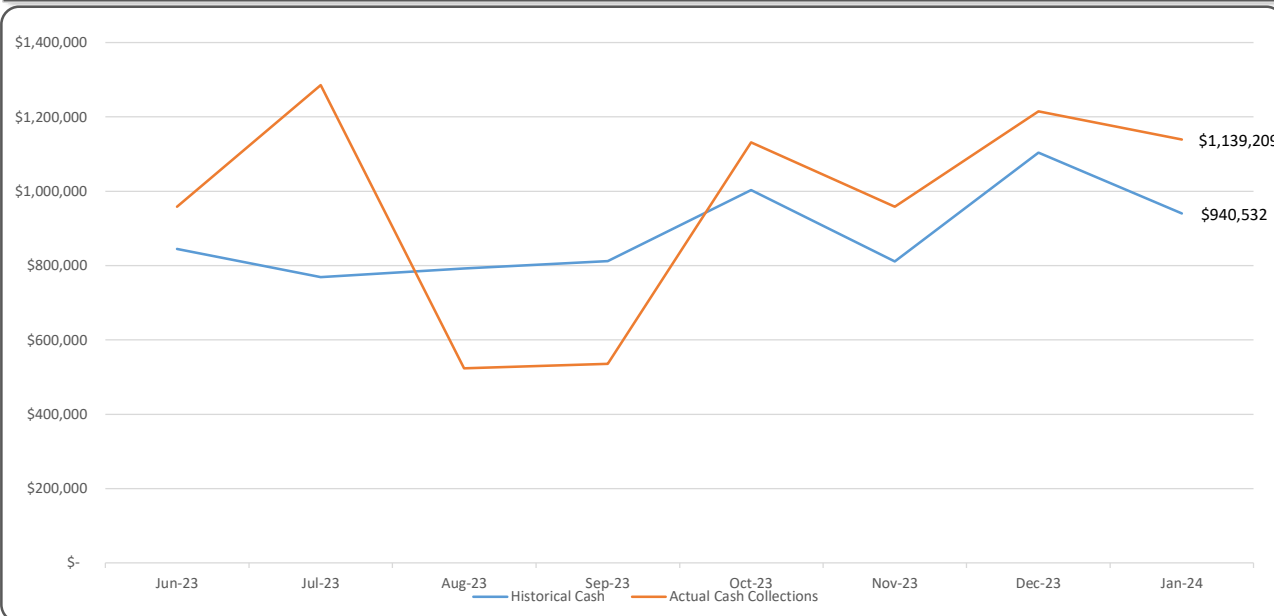
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



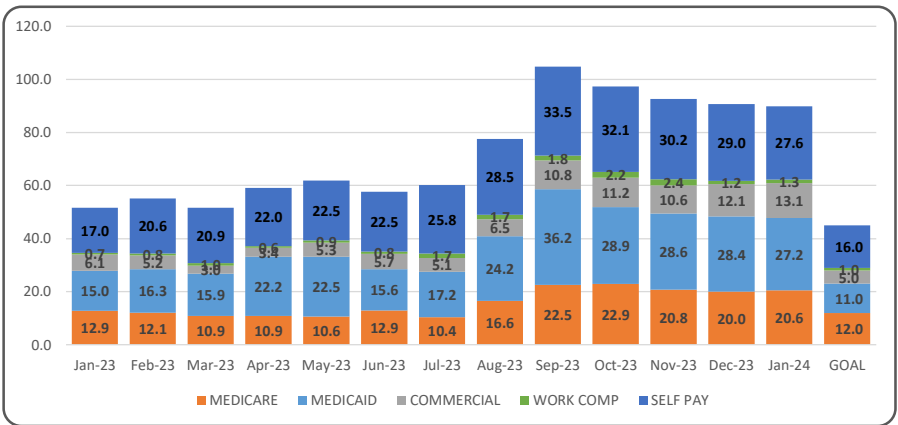
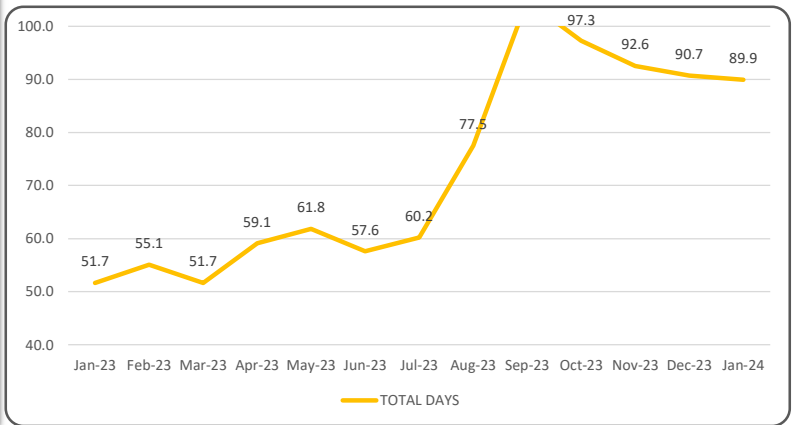
Actual Cash Based on Historical Collections



ACCOUNTS RECEIVABLE

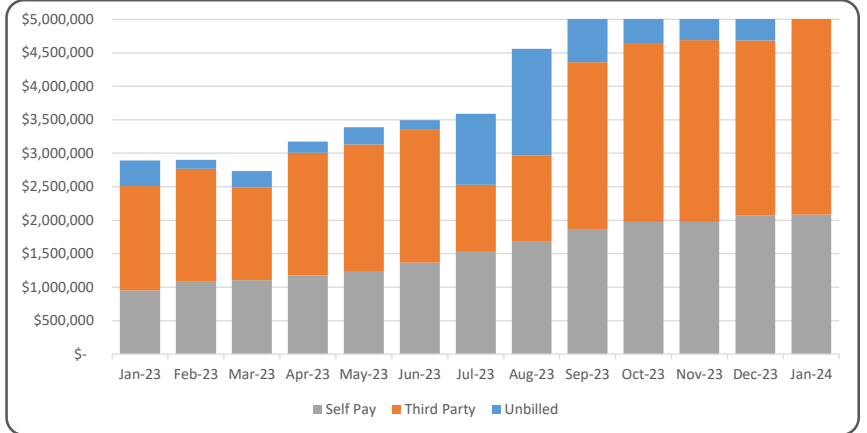
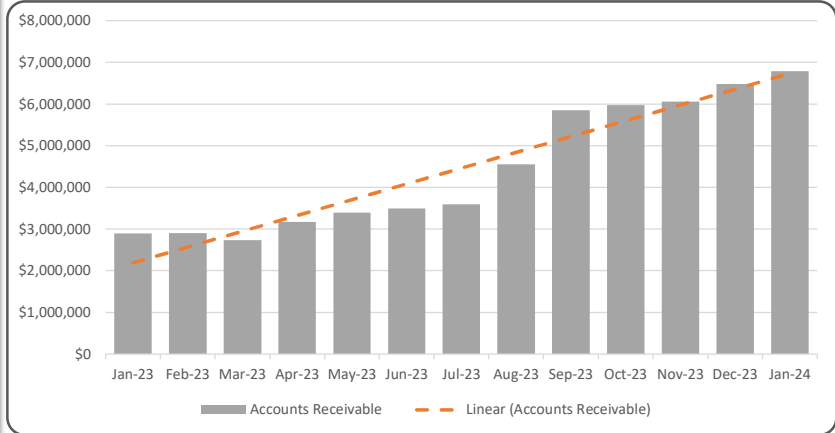
AR Days

PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	12.9	12.1	10.9	10.9	10.6	12.9	10.4	16.6	22.5	22.9	20.8	20.0	20.6	15.7
MEDICAID	15.0	16.3	15.9	22.2	22.5	15.6	17.2	24.2	36.2	28.9	28.6	28.4	27.2	22.9
COMMERCIAL	6.1	5.2	3.0	3.4	5.3	5.7	5.1	6.5	10.8	11.2	10.6	12.1	13.1	7.5
WORK COMP	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	1.3
SELF PAY	17.0	20.6	20.9	22.0	22.5	22.5	25.8	28.5	33.5	32.1	30.2	29.0	27.6	25.6
TOTAL DAYS	51.7	55.1	51.7	59.1	61.8	57.6	60.2	77.5	104.8	97.3	92.6	90.7	89.9	73.1



AR Balance

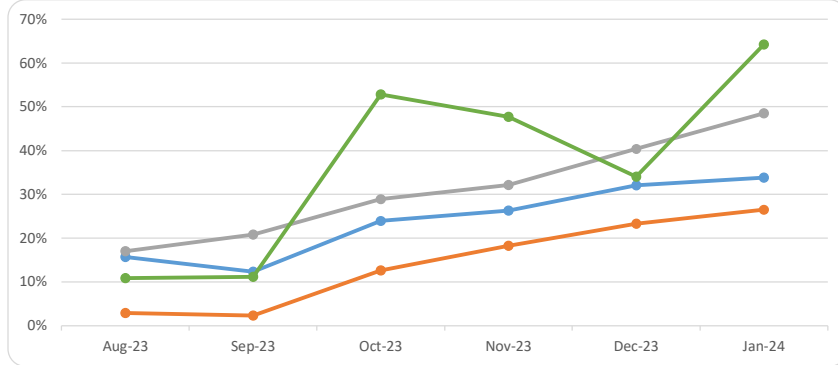
PAYER	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	\$ 721,466	\$ 640,281	\$ 577,661	\$ 586,779	\$ 583,176	\$ 783,065	\$ 619,122	\$ 977,025	\$ 1,257,444	\$ 1,408,379	\$ 1,364,196	\$ 1,430,057	\$ 1,552,239	\$ 961,607
MEDICAID	\$ 840,983	\$ 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	\$ 2,056,249	\$ 1,393,279
COMMERCIAL	\$ 340,591	\$ 275,168	\$ 157,304	\$ 184,884	\$ 292,678	\$ 348,563	\$ 306,012	\$ 380,817	\$ 600,808	\$ 684,736	\$ 692,018	\$ 861,736	\$ 990,874	\$ 470,476
WORK COMP	\$ 38,788	\$ 40,808	\$ 55,187	\$ 31,871	\$ 48,923	\$ 50,878	\$ 102,360	\$ 97,414	\$ 101,908	\$ 133,125	\$ 155,295	\$ 87,612	\$ 100,345	\$ 80,347
SELF PAY	\$ 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	\$ 2,087,543	\$ 1,547,352
TOTAL	\$ 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	\$ 6,787,249	\$ 4,453,061



ACCOUNTS RECEIVABLE AGING

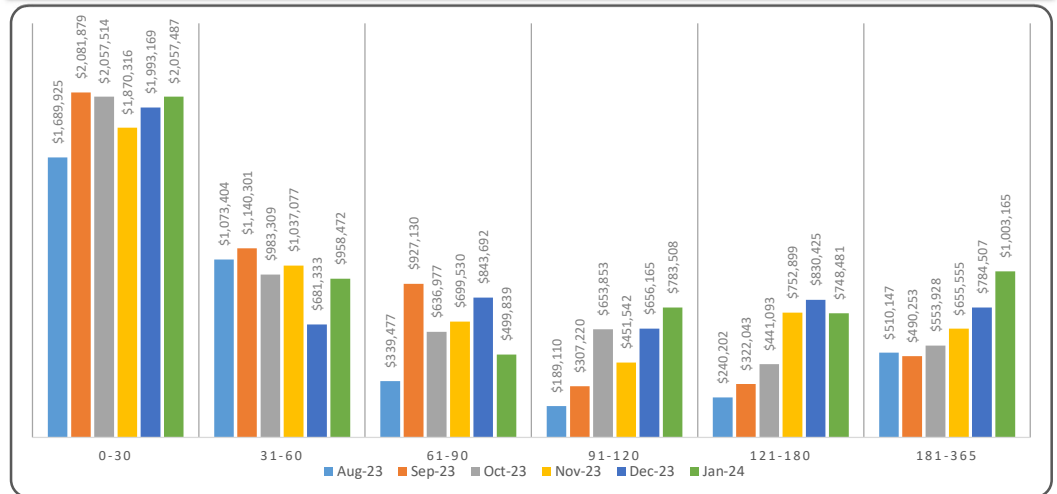
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	278	\$ 845,980	69	\$ 270,981	37	\$ 140,392	55	\$ 215,512	51	\$ 114,348	59	\$ 96,961	13	\$ 26,154	562	\$ 1,710,327
Credit	0	\$ -	1	\$ (8,581)	6	\$ (25,403)	2	\$ 24,151	1	\$ (134,444)	3	\$ (9,031)	8	\$ (4,781)	21	\$ (158,088)
TOTAL	278	\$ 845,980	70	\$ 262,400	43	\$ 114,989	57	\$ 239,663	52	\$ (20,097)	62	\$ 87,930	21	\$ 21,373	583	\$ 1,552,239
MEDICAID																
Non-Credit	228	\$ 789,916	143	\$ 360,383	90	\$ 222,630	61	\$ 176,891	132	\$ 263,128	124	\$ 206,477	72	\$ 55,428	850	\$ 2,074,853
Credit	0	\$ -	1	\$ (198)	1	\$ (438)	3	\$ (2,619)	4	\$ (13,106)	2	\$ (133)	13	\$ (2,110)	24	\$ (18,604)
TOTAL	228	\$ 789,916	144	\$ 360,184	91	\$ 222,192	64	\$ 174,272	136	\$ 250,022	126	\$ 206,344	85	\$ 53,319	874	\$ 2,056,249
COMMERCIAL																
Non-Credit	135	\$ 291,022	74	\$ 170,790	66	\$ 81,128	49	\$ 164,679	113	\$ 187,777	163	\$ 127,644	76	\$ 31,503	676	\$ 1,054,544
Credit	0	\$ -	1	\$ (51)	2	\$ (3,247)	4	\$ (220)	0	\$ -	25	\$ (4,818)	344	\$ (55,334)	376	\$ (63,670)
TOTAL	135	\$ 291,022	75	\$ 170,739	68	\$ 77,881	53	\$ 164,460	113	\$ 187,777	188	\$ 122,827	420	\$ (23,831)	1052	\$ 990,874
WORK COMP																
Non-Credit	5	\$ 18,606	3	\$ 16,091	1	\$ 2,394	3	\$ 31,715	4	\$ 12,240	16	\$ 20,405	10	\$ 2,269	42	\$ 103,720
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	16	\$ (3,376)	16	\$ (3,376)
TOTAL	5	\$ 18,606	3	\$ 16,091	1	\$ 2,394	3	\$ 31,715	4	\$ 12,240	16	\$ 20,405	26	\$ (1,106)	58	\$ 100,345
SELF PAY																
Non-Credit	64	\$ 113,692	76	\$ 150,089	76	\$ 85,305	78	\$ 175,838	162	\$ 321,427	666	\$ 568,569	1094	\$ 719,695	2216	\$ 2,134,616
Credit	4	\$ (1,729)	1	\$ (1,032)	2	\$ (2,921)	2	\$ (2,440)	3	\$ (2,888)	37	\$ (2,910)	263	\$ (33,153)	312	\$ (47,073)
TOTAL	68	\$ 111,963	77	\$ 149,056	78	\$ 82,384	80	\$ 173,399	165	\$ 318,539	703	\$ 565,659	1357	\$ 686,543	2528	\$ 2,087,543
ACCOUNTS RECEIVABLE																
Non-Credit	710	\$ 2,059,217	365	\$ 968,334	270	\$ 531,848	246	\$ 764,636	462	\$ 898,919	1028	\$ 1,020,057	1265	\$ 835,050	4346	\$ 7,078,061
Credit	4	\$ (1,729)	4	\$ (9,863)	11	\$ (32,009)	11	\$ 18,872	8	\$ (150,438)	67	\$ (16,892)	644	\$ (98,753)	749	\$ (290,811)
GRAND TOTAL	714	\$ 2,057,487	369	\$ 958,472	281	\$ 499,839	257	\$ 783,508	470	\$ 748,481	1095	\$ 1,003,165	1909	\$ 736,297	5095	\$ 6,787,249

Aged Over 90 Days Trending (excluding Credits)



	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Medicare	2.9%	2.3%	12.6%	18.3%	23.3%	26.5%
Medicaid	15.7%	12.4%	23.9%	26.3%	32.1%	33.8%
Commercial	17.0%	20.8%	28.9%	32.1%	40.4%	48.5%
Work Comp	10.9%	11.2%	52.8%	47.7%	34.1%	64.2%

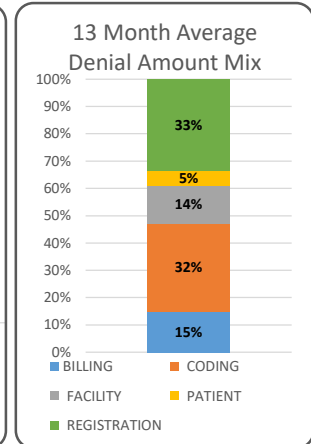
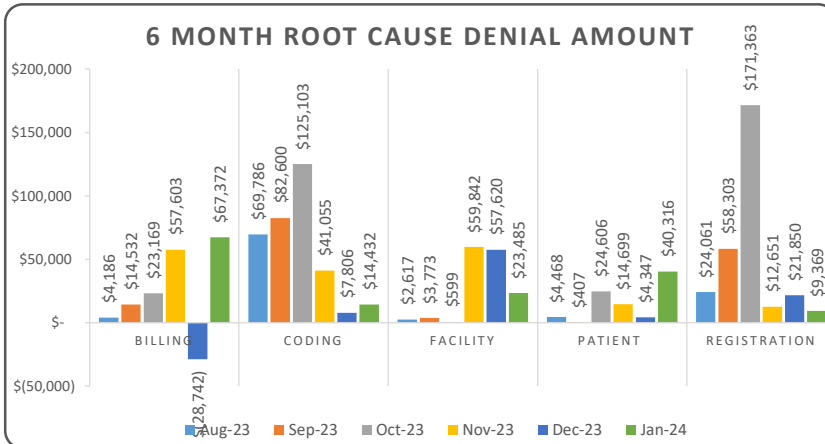
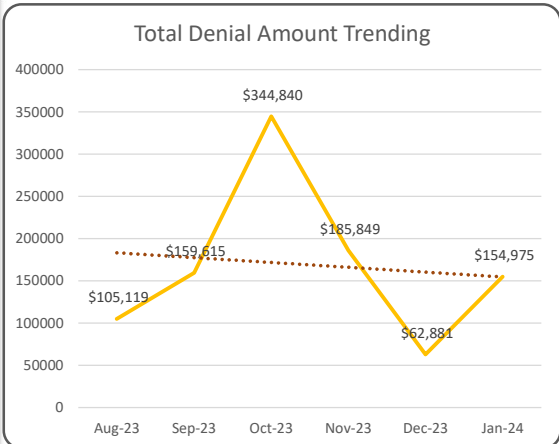
6 Month Aging



DENIAL MANAGEMENT

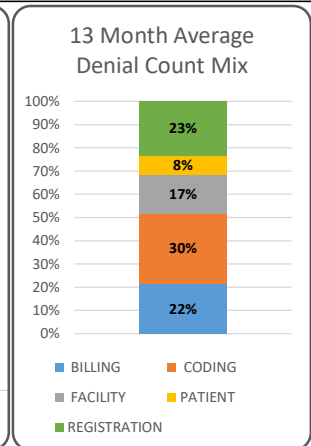
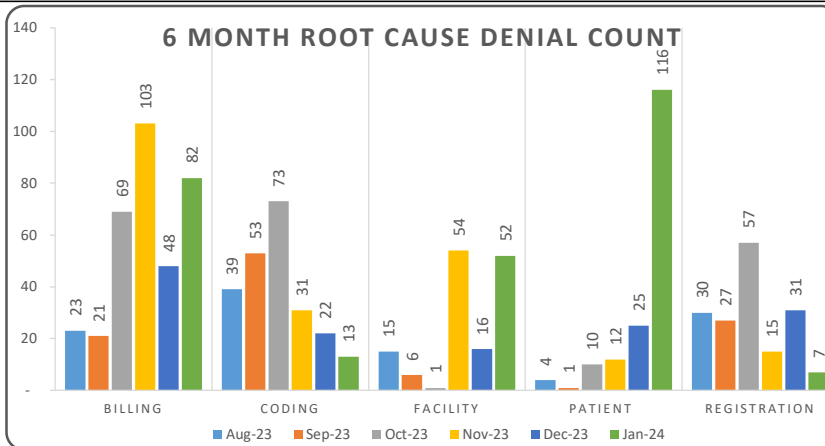
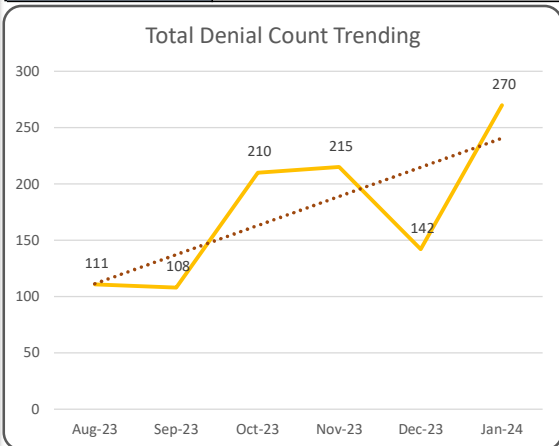
Denial Amount

AMOUNT	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
BILLING	\$ 14,934	\$ 15,559	\$ 11,555	\$ 16,802	\$ 33,824	\$ 20,119	\$ 16,441	\$ 4,186	\$ 14,532	\$ 23,169	\$ 57,603	\$ (28,742)	\$ 67,372	\$ 20,566
CODING	\$ 29,838	\$ 30,929	\$ 44,001	\$ 24,264	\$ 39,181	\$ 20,027	\$ 28,731	\$ 69,786	\$ 82,600	\$ 125,103	\$ 41,055	\$ 7,806	\$ 14,432	\$ 42,904
FACILITY	\$ 27,920	\$ 17,826	\$ 8,818	\$ 7,016	\$ 18,338	\$ 5,061	\$ 8,170	\$ 2,617	\$ 3,773	\$ 599	\$ 59,842	\$ 57,620	\$ 23,485	\$ 18,545
PATIENT	\$ 180	\$ 35	\$ -	\$ -	\$ -	\$ -	\$ 4,418	\$ 4,468	\$ 407	\$ 24,606	\$ 14,699	\$ 4,347	\$ 40,316	\$ 7,191
REGISTRATION	\$ 39,405	\$ 22,693	\$ 29,947	\$ 44,238	\$ 48,458	\$ 59,497	\$ 32,719	\$ 24,061	\$ 58,303	\$ 171,363	\$ 12,651	\$ 21,850	\$ 9,369	\$ 44,196
TOTAL	\$ 112,276	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 133,402



Denial Count

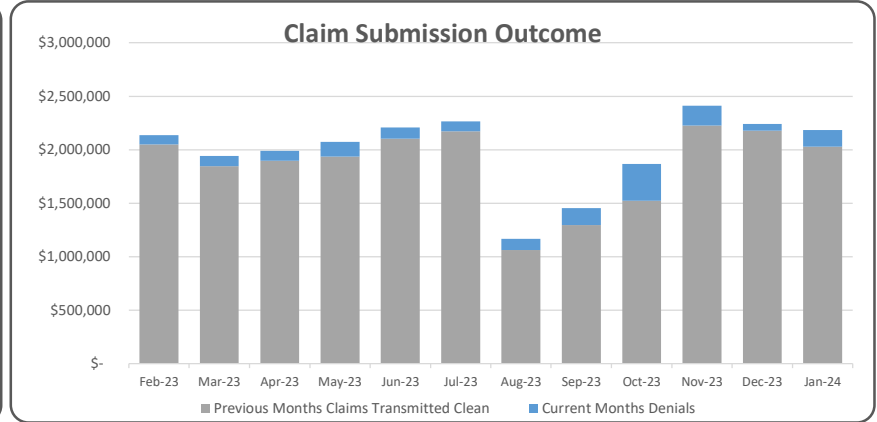
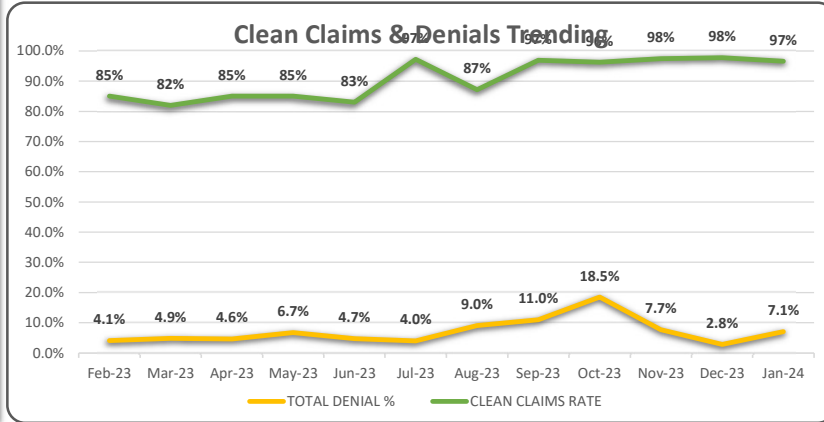
COUNT	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
BILLING	9	16	17	22	14	25	17	23	21	69	103	48	82	36
CODING	52	64	63	64	40	61	58	39	53	73	31	22	13	49
FACILITY	43	41	30	27	29	14	28	15	6	1	54	16	52	27
PATIENT	1	1	-	-	-	-	2	4	1	10	12	25	116	13
REGISTRATION	57	44	40	44	54	43	34	30	27	57	15	31	7	37
TOTAL	162	166	150	157	137	143	139	111	108	210	215	142	270	162



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

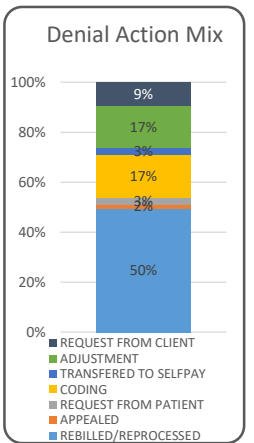
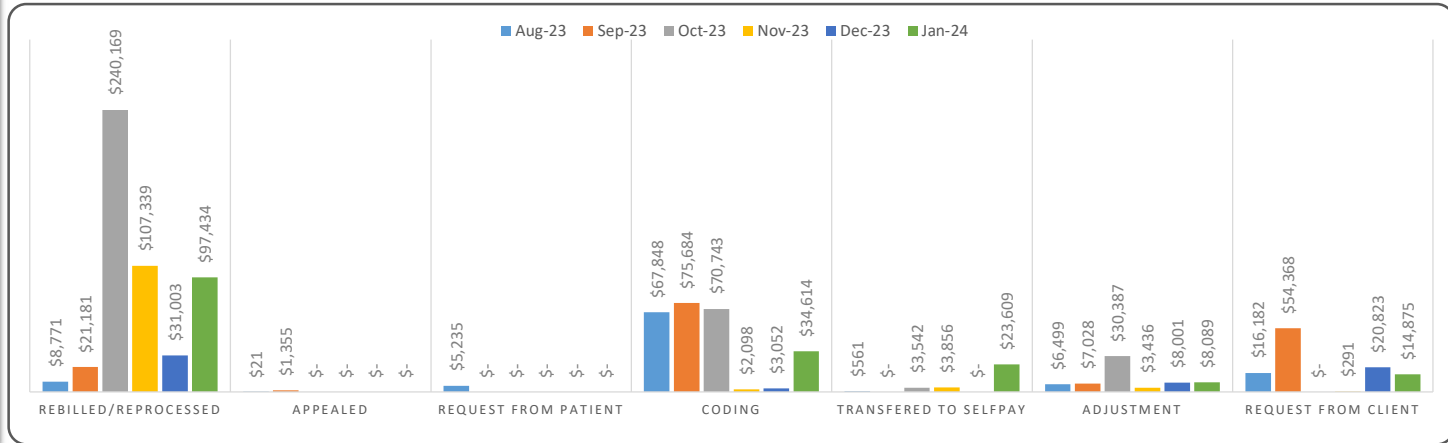
Denial & Clean Claim Trending

	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
DENIAL AMOUNT	\$ 112,276	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 133,402
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 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	\$ 2,184,032	\$ 2,013,165
TOTAL DENIAL %	5.0%	4.1%	4.9%	4.6%	6.7%	4.7%	4.0%	9.0%	11.0%	18.5%	7.7%	2.8%	7.1%	6.9%
CLEAN CLAIMS RATE	79%	85%	82%	85%	85%	83%	97%	87%	97%	96%	98%	98%	97%	90%



Action Taken on Denials

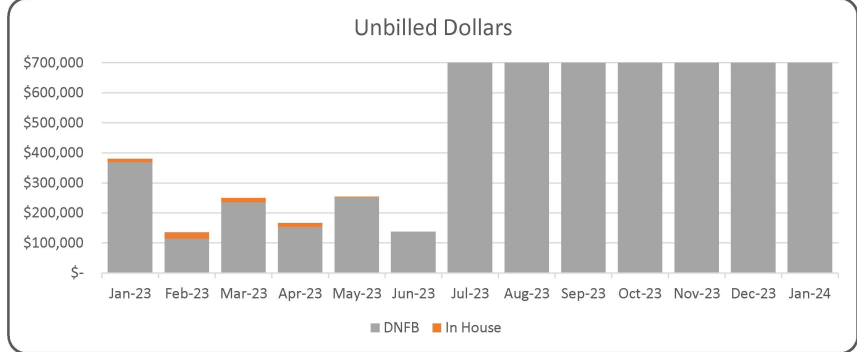
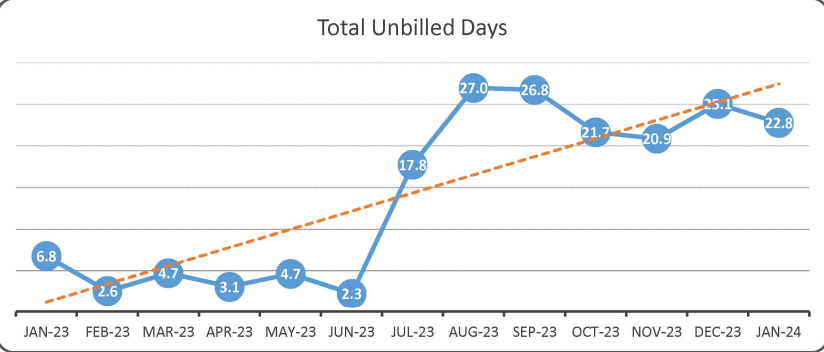
DENIAL ACTION	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
REBILLED/REPROCESSED	\$ 37,987	\$ 33,295	\$ 55,495	\$ 49,608	\$ 73,330	\$ 48,104	\$ 35,311	\$ 8,771	\$ 21,181	\$ 240,169	\$ 107,339	\$ 31,003	\$ 97,434	\$ 64,540
APPEALED	\$ 2,121	\$ 2,973	\$ 2,164	\$ 11,305	\$ 3,102	\$ 133	\$ 4,051	\$ 21	\$ 1,355	\$ -	\$ -	\$ -	\$ -	\$ 2,094
REQUEST FROM PATIENT	\$ 12,289	\$ 2,001	\$ 1,293	\$ 1,180	\$ 3,499	\$ 10,114	\$ 13,047	\$ 5,235	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 3,743
CODING	\$ 13,654	\$ 4,149	\$ 2,209	\$ 2,394	\$ 438	\$ 4,991	\$ 7,358	\$ 67,848	\$ 75,684	\$ 70,743	\$ 2,098	\$ 3,052	\$ 34,614	\$ 22,249
TRANSFERRED TO SELFPAY	\$ 2,355	\$ 5,688	\$ 2,222	\$ 682	\$ 1,244	\$ 2,329	\$ 555	\$ 561	\$ -	\$ 3,542	\$ 3,856	\$ -	\$ 23,609	\$ 3,588
ADJUSTMENT	\$ 35,153	\$ 30,601	\$ 28,772	\$ 21,417	\$ 40,951	\$ 36,597	\$ 25,659	\$ 6,499	\$ 7,028	\$ 30,387	\$ 3,436	\$ 8,001	\$ 8,089	\$ 21,738
REQUEST FROM CLIENT	\$ 8,718	\$ 8,334	\$ 2,166	\$ 5,734	\$ 17,237	\$ 2,435	\$ 4,499	\$ 16,182	\$ 54,368	\$ -	\$ 291	\$ 20,823	\$ 14,875	\$ 11,974
TOTAL	\$ 112,277	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,116	\$ 159,615	\$ 344,842	\$ 117,020	\$ 62,880	\$ 178,621	\$ 129,926



UNBILLED & INVENTORY

Unbilled

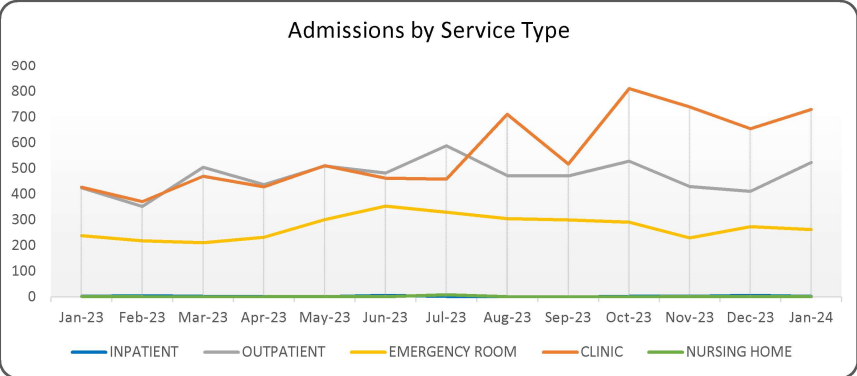
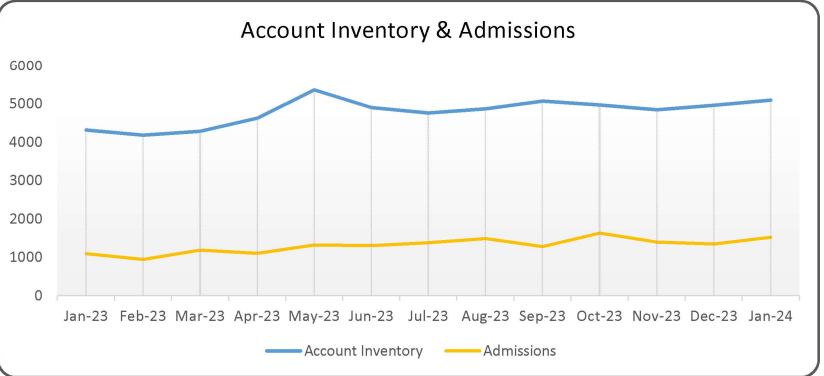
	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
In House	\$ 11,990	\$ 21,812	\$ 15,908	\$ 13,120	\$ 2,240	\$ -	\$ 27,926	\$ 59,290	\$ 34,128	\$ 58,121	\$ 108,806	\$ 49,158	\$ 81,326	\$ 37,217
DNFB	\$ 368,997	\$ 114,332	\$ 234,498	\$ 153,558	\$ 252,579	\$ 137,865	\$ 1,032,055	\$ 1,528,438	\$ 1,460,193	\$ 1,272,278	\$ 1,259,714	\$ 1,740,429	\$ 1,639,771	\$ 861,131
Total Unbilled	\$ 380,987	\$ 136,143	\$ 250,407	\$ 166,678	\$ 254,819	\$ 137,865	\$ 1,059,981	\$ 1,587,728	\$ 1,494,321	\$ 1,330,399	\$ 1,368,520	\$ 1,789,587	\$ 1,721,097	\$ 898,349
Unbilled Days	6.8	2.6	4.7	3.1	4.7	2.3	17.8	27.0	26.8	21.7	20.9	25.1	22.8	14.3



Admissions & Account Inventory

ADMISSIONS	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
INPATIENT	3	4	3	1	1	6	2	1	0	3	2	6	3	3
SWINGBED	2	4	4	4	0	4	2	7	1	4	1	5	2	3
OUTPATIENT	425	352	505	437	510	482	588	472	471	528	430	411	524	472
EMERGENCY ROOM	238	219	211	233	300	353	330	304	299	291	229	274	262	273
CLINIC	426	371	470	428	511	462	458	710	517	810	739	655	729	560
NURSING HOME	2	1	0	1	1	1	8	1	0	0	2	1	1	1
TOTAL	1,096	951	1,193	1,104	1,323	1,308	1,388	1,495	1,288	1,636	1,403	1,352	1,521	1312

ACCOUNT INVENTORY	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	13 Month Average
MEDICARE	497	417	438	494	547	485	387	519	598	579	556	633	583	518
MEDICAID	739	692	645	855	794	748	682	688	762	732	759	756	874	748
COMMERCIAL	871	814	857	903	914	997	862	838	887	897	942	997	1,052	910
WORK COMP	73	72	91	77	87	89	75	59	57	55	61	56	58	70
SELF PAY	2,139	2,191	2,260	2,303	2,461	2,584	2,752	2,767	2,772	2,708	2,527	2,524	2,528	2501
TOTAL	4319	4186	4291	4632	5363	4903	4758	4871	5076	4971	4845	4966	5095	4790



Southern Humboldt Community Healthcare District Executive Dashboard

	TARGET	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24
Days in AR	45.0	55.1	51.7	59.1	61.8	57.6	60.2	77.5	104.8	97.3	92.6	90.7	89.9
Gross AR		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	6,787,249
Gross Revenue		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	2,506,331
Cash Collections		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	1,139,209
Adjustments		454,994	472,360	553,962	906,039	896,471	284,186	481,416	395,270	1,210,884	959,630	810,676	1,075,435
Collection %		69.2%	73.0%	53.7%	45.5%	51.7%	81.9%	52.1%	57.5%	48.3%	50.0%	60.0%	51.4%
Late Charges	1%	0.1%	0.3%	0.0%	0.0%	0.2%	2.2%	0.3%	0.7%	0.8%	0.2%	0.6%	0.3%
Bad Debt	3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Charity Care	3%	1.0%	1.5%	0.1%	1.2%	0.5%	0.7%	0.2%	0.1%	0.2%	0.0%	0.0%	2.3%
Third Party Aged over 90	13%	15.3%	16.4%	14.0%	12.4%	12.0%	16.0%	11.6%	10.6%	21.9%	25.5%	31.0%	35.1%
Self Pay Aged 180 (from assignment)	25%	41.3%	48.3%	50.7%	52.9%	52.4%	48.9%	51.6%	48.7%	49.0%	54.6%	58.4%	52.1%

