

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

**Friday
March 22, 2024
10:00 a.m.**

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



SoHum Health



Finance Committee

Date: Friday, March 22, 2024

Time: 10:00 a.m.

Location: Sprowel Creek Campus

Facilitator: Governing Board President Corinne Stromstad

Link:

Link: <https://shchd.webex.com/shchd/j.php?MTID=m9eef0dd9ad075e4443629136161a5ec4>

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, February 23, 2024
		E. Discussion and Review
10:15 a.m.		1. Financials – Paul Eves
10:30 a.m.		2. February 2024 Patient Financial Services and HRG Reports – Marie Brown
		F. Discussion Items to Report to the Board
		G. Next Meeting: April 19, 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: Monday, March 18, 2024*



Finance Committee

Date: Friday, February 23, 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 and Kevin Church

Not Present: Matt Rees

Also Present: Darrin Guerra, Administrative Assistant, Barbara Truitt, Paul Eves, CFO, Jay Sooter, Karen Johnson, Remy Quinn, HIM Manager, and Marie Brown, PFS manager.

By Webex: Adela Yanez, CNO

A. Call to Order – Corinne Stromstad called the meeting to order at 10:00 a.m.

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

C. Announcements - none

D. Previous Meeting Minutes

- Minutes from Friday, December 22, 2023
- Minutes from Friday, January 19, 2024

Motion: Kevin Church moved to approve the December 22, 2023, and January 19, 2024, Finance minutes.

Second: Corinne Stromstad

Motion Carried

E. Discussion and Review

1. Financials – Paul Eves, CFO

- We have hired a Controller for accounting who will assist Paul in creating the financial statements and help with the problems in OCHIN and NetSuite.
- We have paid the fees on the two IGTs that were brought to the Board, and we anticipate that we will receive the funds in the next few months.
- OCHIN is sending a team to assist with the mapping errors in the week of February 25th.

2. January 2024 HRG Report – Marie Brown

- Marie presented the highlights of the HRG report and Informed the Finance Committee that she had hired three new staff members for her department.
- There is currently a “glitch” in billing regarding self-pay patients; this is currently being resolved.



- 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, March 22, 2024.
- H. Adjourned at 10:29 a.m.

Minutes by Darrin Guerra

Southern Humboldt Community Healthcare District

February 2024 – Centriq & Epic Combined



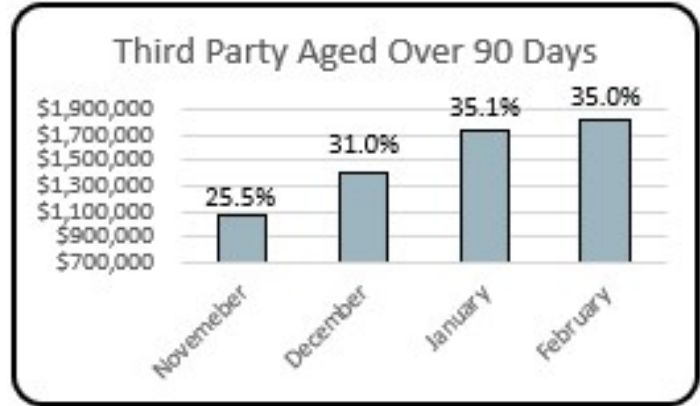
SoHum Health

Key Items

- ➔ Cash totaled \$1.4M, 106% of net revenue
- ➔ AR decreased to 87.5 days
- ➔ Third Party aging increased \$83K, remaining at 35%
- ➔ Unbilled AR decreased 9.0 days, ending at 13.8 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 February closed with \$7.0M in gross AR or 87.5 days. Revenue came in \$83K lower than what was reported in January ending at \$2.4M. Third Party AR saw an increase of 7.9 days ending at 47.4 days. Unbilled AR decreased 9.0 days ending at 13.8 AR days. Cash collections came in roughly \$252K higher than what was collected in January, well exceeding \$1M. Cash collections came in at \$1.4M or 106% 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) have moved away from the local state codes and have moved to the national codes for the LTC billing only. They no longer are 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.
- **Self Pay:** Self Pay AR reduced 1.3 days since January. Self Pay collections came in at \$30K, which is \$8K less than what was collected in January. 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. 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 was 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:** February closed with \$1.8M 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. Medicare is sitting at \$509K aged over 90 days or 30.5%, this is an overall increase of \$56K from January. Medicaid increased by \$42K down to 32.3%. Commercial is up \$16K and is down to 46.7%, and Work Comp decreased \$32K to 42.9%. 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

February 2024

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FINANCE DASHBOARD

	Target	September-23	October-23	November-23	December-23	January-24	February-24
REVENUE							
Net Revenue		\$1,079,978	\$1,145,123	\$1,000,216	\$1,178,211	\$1,313,381	\$1,310,811
Gross Revenue		\$1,922,299	\$2,130,187	\$2,037,494	\$2,402,068	\$2,506,331	\$2,422,995
CASH							
Cash Collections as a % of Net Revenue	100%	52%	105%	84%	121%	97%	106%
Cash Collections		\$535,583	\$1,131,808	\$958,049	\$1,214,685	\$1,139,209	\$1,391,162
ACCOUNTS RECEIVABLE							
Net AR		\$3,334,591	\$3,318,523	\$3,071,787	\$3,409,568	\$3,484,000	\$3,723,159
Gross AR		\$5,850,618	\$5,974,477	\$6,060,571	\$6,475,740	\$6,787,249	\$7,052,380
Unbilled	3	26.8	21.7	20.9	25.1	22.8	13.8
Third Party	26	44.5	43.5	41.5	36.7	39.5	47.4
Self Pay	16	33.5	32.1	30.2	29.0	27.6	26.3
Total Days in AR	45	104.8	97.3	92.6	90.7	89.9	87.5
Days in AR - Credit Balances	< 1	1.94	1.75	1.78	2.19	3.85	3.83
UNBILLED							
In-house	< 2 Days	0.6	0.9	1.7	0.7	1.1	0.7
DNFB	< 1 Day	26.2	20.7	19.2	24.4	21.7	13.1
Total Unbilled	<3 Days	26.8	21.7	20.9	25.1	22.8	13.8

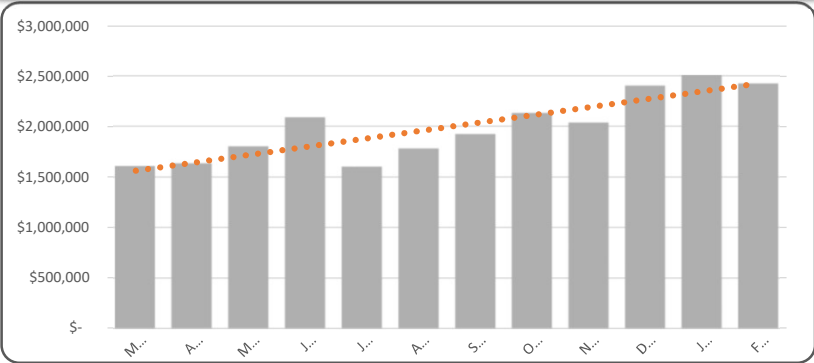
	Target	September-23	October-23	November-23	December-23	January-24	February-24
AGING (excluding credits)							
Medicare Aging > 90 Days	11%	2.3%	\$ 28,992	12.6%	\$ 178,527	18.3%	\$ 251,559
Medicaid Aging > 90 Days	12%	12.4%	\$ 249,962	23.9%	\$ 425,283	26.3%	\$ 494,426
Commercial Aging > 90 Days	20%	20.8%	\$ 137,530	28.9%	\$ 215,261	32.1%	\$ 241,142
Work Comp Aging > 90 Days	35%	11.2%	\$ 11,804	52.8%	\$ 72,081	47.7%	\$ 75,722
Total Third Party Aging > 90 Days	13%	10.6%	\$ 428,288	21.9%	\$ 891,151	25.5%	\$ 1,062,849
CLAIM SUBMISSION EFFICIENCY							
Claims Submission		1,079	\$ 1,867,928	2,100	\$ 2,411,329	1,674	\$ 2,241,921
Clean Claims	85%	97%		96%		98%	
Denial Percent	5%	11%		18%		3%	
Total Denial Rate	Count Amt	108	\$ 159,615	210	\$ 344,840	215	\$ 185,849
Late Charges	Count Amt	12	\$ 13,051	122	\$ 16,253	13	\$ 3,811
Communication Log Backlog		85	\$ 86,724	85	\$ 81,140	84	\$ 81,109
		83	\$ 57,862	83	\$ 57,862	83	\$ 57,862
		270	\$ 154,975	270	\$ 154,975	270	\$ 154,975
		67	\$ 7,612	28	\$ 7,746	28	\$ 7,746
		21	\$ 40,392	21	\$ 40,392	21	\$ 40,392

	Target	September-23	October-23	November-23	December-23	January-24	February-24
INVENTORY & QUALITY							
Total Inventory		2,772	\$ 1,871,417	2,708	\$ 1,973,313	2,527	\$ 1,975,406
New		31	\$ 11,604	8	\$ 1,882	3	\$ 4,428
Resolved		123	\$ 16,210	161	\$ 22,561	139	\$ 15,241
Aged >180 days from Assignment	< 25%	48.7%	\$ 910,447	49.0%	\$ 966,614	54.6%	\$ 1,079,326
Total Payment Plans over 120 days		\$7,827		\$19,957		\$21,990	
Average Speed to Answer	< 60 seconds	23		25		0	
						23	
						7	
							7
STATEMENTS & LETTERS							
Statements & Letters		763		374		594	
Charity Care Applications In Process		0	\$ -	5	\$ 5,842	0	\$ -
Inbound and Outbound Calls	In Out	123	192	145	204	3	230
						135	259
						129	152
							136
							209
WRITE OFFS							
Bad Debt as a % of Gross Revenue	< 2%	0.0%	\$ -	0.0%	\$ -	5.3%	\$ 108,610
Charity as a % of Gross Revenue	< 2%	0.1%	\$ 1,705	0.2%	\$ 5,068	0.0%	\$ -
						0.0%	\$ -
						2.3%	\$ 56,527
						0.4%	\$ 10,025

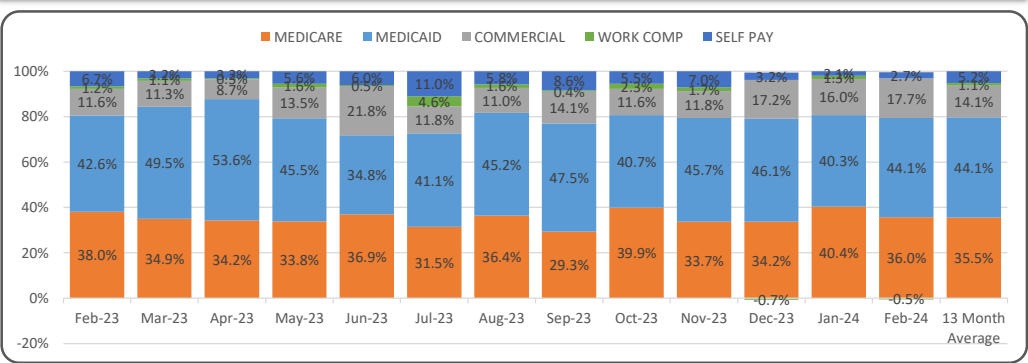
GROSS REVENUE

PAYER	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
MEDICARE	\$ 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	\$ 873,176	\$ 695,457
MEDICAID	\$ 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	\$ 1,067,416	\$ 863,799
COMMERCIAL	\$ 178,568	\$ 182,374	\$ 142,791	\$ 243,074	\$ 454,637	\$ 189,003	\$ 196,363	\$ 271,079	\$ 247,190	\$ 241,360	\$ 413,697	\$ 402,037	\$ 429,688	\$ 276,297
WORK COMP	\$ 17,996	\$ 18,086	\$ 5,119	\$ 29,663	\$ 10,915	\$ 73,141	\$ 28,402	\$ 8,619	\$ 48,010	\$ 35,245	\$ (17,130)	\$ 32,033	\$ (12,352)	\$ 21,365
SELF PAY	\$ 102,332	\$ 50,784	\$ 52,413	\$ 100,841	\$ 126,294	\$ 175,618	\$ 102,746	\$ 164,957	\$ 117,250	\$ 143,534	\$ 76,560	\$ 51,516	\$ 65,067	\$ 102,301
TOTAL	\$ 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	\$ 2,422,995	\$ 1,959,219
AVERAGE DAILY REVENUE	\$ 52,705	\$ 52,936	\$ 53,670	\$ 54,796	\$ 60,691	\$ 59,681	\$ 58,817	\$ 55,829	\$ 61,407	\$ 65,484	\$ 71,410	\$ 75,499	\$ 80,565	\$ 61,807

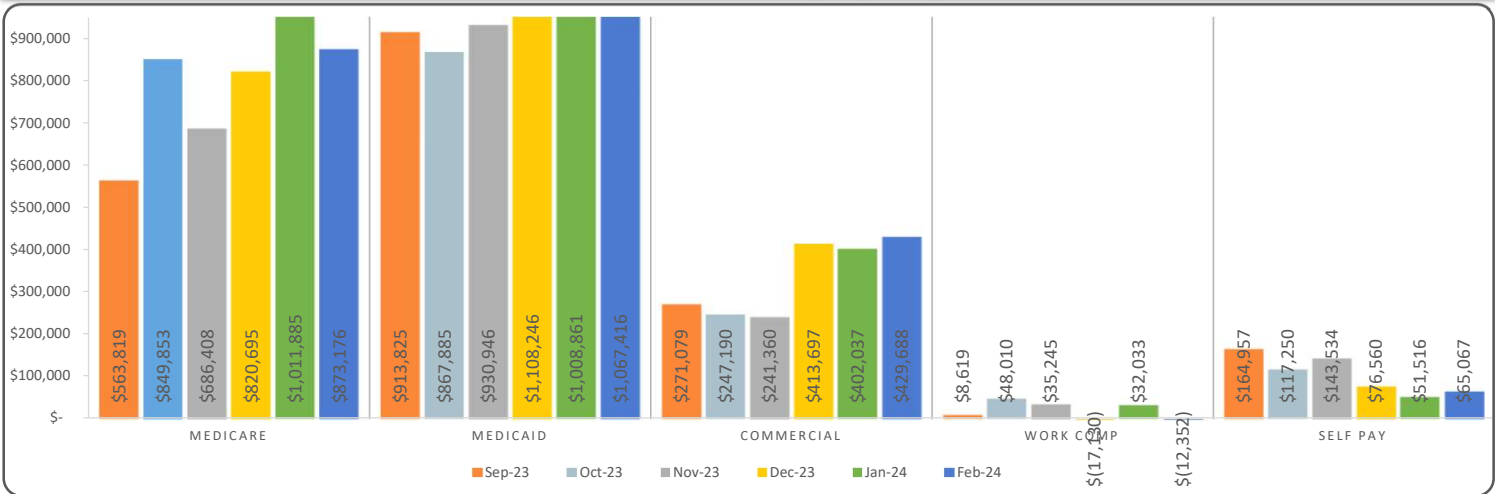
Gross Revenue



Payer Mix



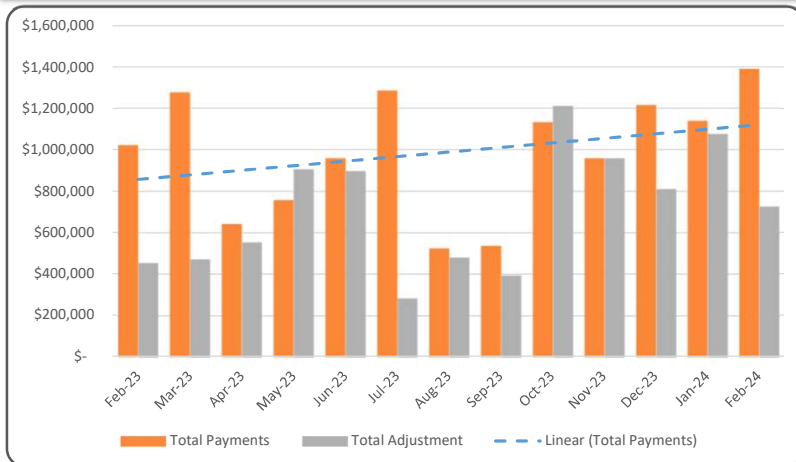
Revenue Trending By Payer



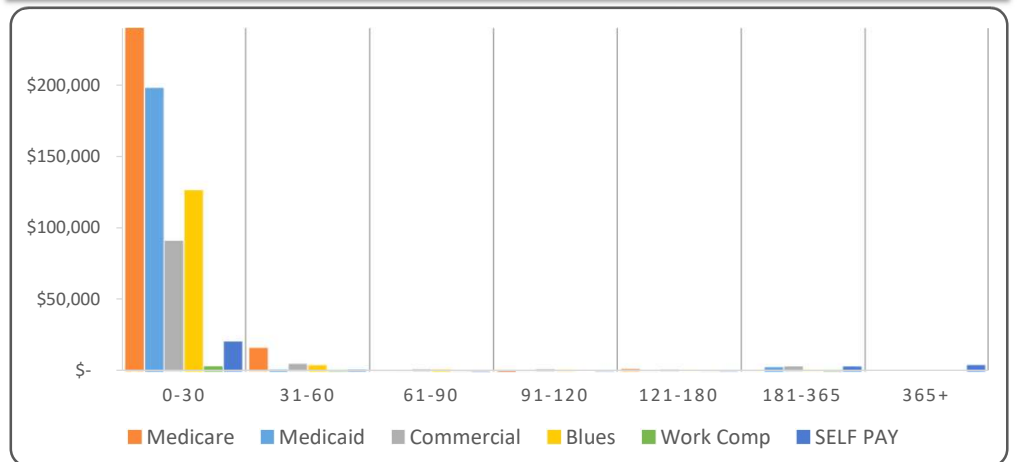
CASH DETAIL

PAYER	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
MEDICARE														
Payments	\$ 592,859	\$ 743,922	\$ 310,558	\$ 300,837	\$ 380,113	\$ 851,353	\$ 273,732	\$ 303,327	\$ 572,057	\$ 539,621	\$ 656,043	\$ 661,118	\$ 918,553	\$ 546,469
Adjustments	\$ (99,709)	\$ (134,234)	\$ 106,519	\$ 138,215	\$ 166,800	\$ (297,566)	\$ 14,075	\$ 40,065	\$ 133,024	\$ 129,515	\$ 2,826	\$ 137,240	\$ (178,481)	\$ 12,176
Collection %	120%	122%	74%	69%	70%	154%	95%	88%	81%	81%	100%	83%	124%	97%
MEDICAID														
Payments	\$ 255,109	\$ 277,640	\$ 193,806	\$ 300,483	\$ 275,555	\$ 192,283	\$ 90,923	\$ 92,296	\$ 313,889	\$ 229,010	\$ 310,938	\$ 242,089	\$ 202,951	\$ 228,998
Adjustments	\$ 449,945	\$ 461,105	\$ 361,576	\$ 609,604	\$ 571,141	\$ 466,985	\$ 399,800	\$ 295,314	\$ 971,132	\$ 641,672	\$ 700,680	\$ 799,319	\$ 712,729	\$ 572,385
Collection %	36%	38%	35%	33%	33%	29%	19%	24%	24%	26%	31%	23%	22%	29%
COMMERCIAL														
Payments	\$ 73,731	\$ 117,204	\$ 36,603	\$ 42,946	\$ 90,936	\$ 120,614	\$ 46,506	\$ 40,074	\$ 66,438	\$ 65,228	\$ 55,591	\$ 86,125	\$ 102,537	\$ 72,656
Adjustments	\$ 27,065	\$ 30,397	\$ 24,802	\$ 26,556	\$ 66,876	\$ 27,237	\$ 17,350	\$ 20,479	\$ 29,216	\$ 22,136	\$ 14,629	\$ 16,620	\$ 38,483	\$ 27,834
Collection %	73%	79%	60%	62%	58%	82%	73%	66%	69%	75%	79%	84%	73%	72%
BLUES														
Payments	\$ 63,385	\$ 96,727	\$ 54,673	\$ 79,624	\$ 162,086	\$ 89,306	\$ 55,087	\$ 76,601	\$ 120,414	\$ 68,971	\$ 137,865	\$ 98,826	\$ 132,852	\$ 95,109
Adjustments	\$ 43,122	\$ 51,765	\$ 30,285	\$ 68,579	\$ 62,281	\$ 55,589	\$ 28,987	\$ 29,422	\$ 43,963	\$ 37,046	\$ 59,992	\$ 50,618	\$ 74,352	\$ 48,923
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	73%	65%	70%	66%	64%	68%
WORK COMP														
Payments	\$ 4,638	\$ 7,853	\$ 17,944	\$ 4,105	\$ 6,593	\$ 11,971	\$ 34,920	\$ 2,990	\$ 18,118	\$ 7,910	\$ 30,109	\$ 13,561	\$ 4,542	\$ 12,712
Adjustments	\$ 1,926	\$ 8,982	\$ 8,713	\$ 9,697	\$ 2,215	\$ 7,288	\$ 7,277	\$ 2,489	\$ 4,838	\$ 739	\$ 24,588	\$ 5,401	\$ 2,553	\$ 6,670
Collection %	71%	47%	67%	30%	75%	62%	83%	55%	79%	91%	55%	72%	64%	65%
SELF PAY														
Payments	\$ 31,426	\$ 33,213	\$ 27,729	\$ 28,466	\$ 42,832	\$ 19,754	\$ 22,724	\$ 20,294	\$ 40,894	\$ 47,308	\$ 24,138	\$ 37,492	\$ 29,727	\$ 31,231
Bad Debt Recoveries	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Adjustments	\$ 17,897	\$ 30,789	\$ 21,095	\$ 31,837	\$ 17,525	\$ 14,103	\$ 9,683	\$ 5,797	\$ 23,642	\$ 19,912	\$ 7,961	\$ 9,710	\$ 12,066	\$ 17,078
Charity Care	\$ 14,747	\$ 23,556	\$ 973	\$ 21,551	\$ 9,633	\$ 10,549	\$ 4,244	\$ 1,705	\$ 5,068	\$ -	\$ -	\$ 56,527	\$ 10,025	\$ 12,198
Bad Debt	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 108,610	\$ -	\$ -	\$ 54,417	\$ 12,541
Total SP Adjustments	\$ 32,644	\$ 54,346	\$ 22,067	\$ 53,388	\$ 27,157	\$ 24,653	\$ 13,927	\$ 7,502	\$ 28,710	\$ 128,522	\$ 7,961	\$ 66,236	\$ 76,509	\$ 41,817
Collection %	49%	38%	56%	35%	61%	44%	62%	73%	59%	27%	75%	36%	28%	49%
TOTAL														
Total Payments	\$ 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	\$ 1,391,162	\$ 987,174
Total Adjustment	\$ 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	\$ 726,145	\$ 667,989
Total Collection %	69%	73%	54%	46%	52%	82%	52%	58%	48%	50%	60%	51%	66%	58%

Cash & Adjustment Trending

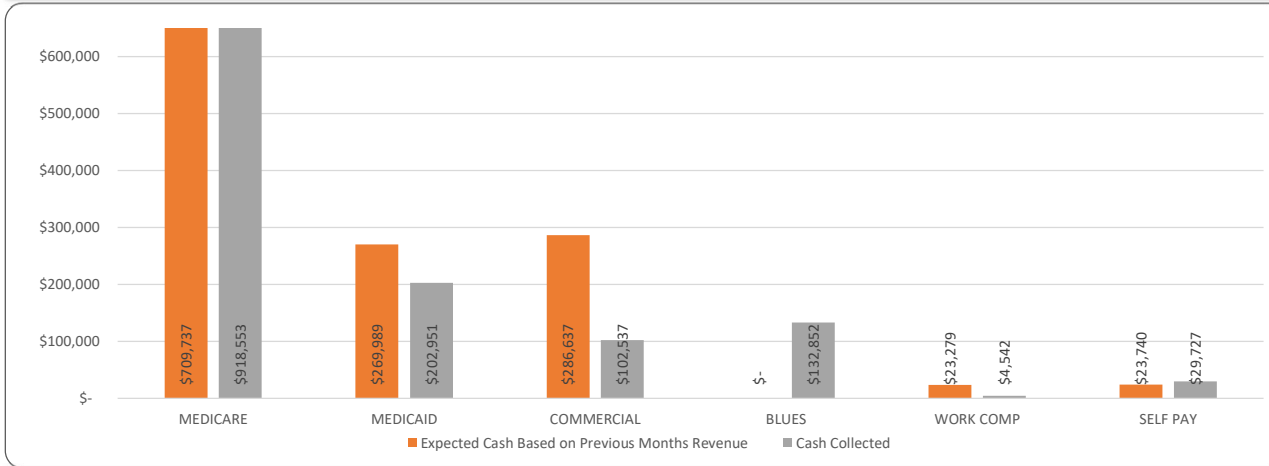


Cash Collections by Discharge Date

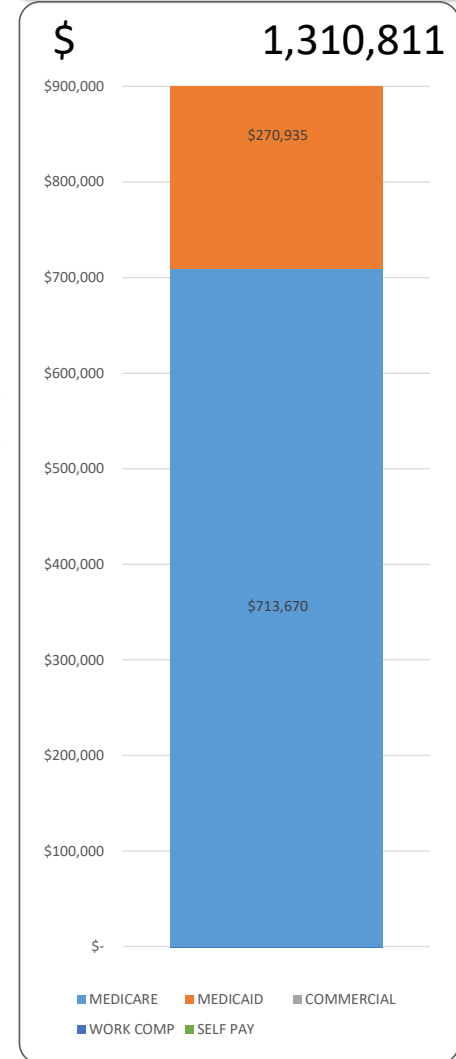


CASH FORECASTING

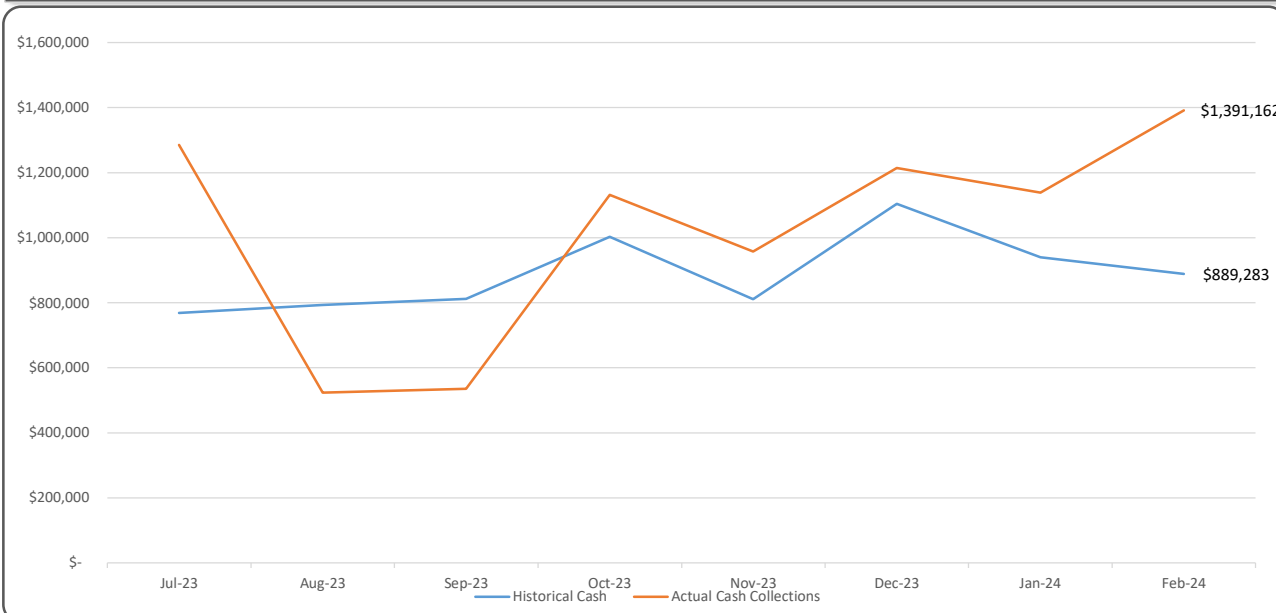
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



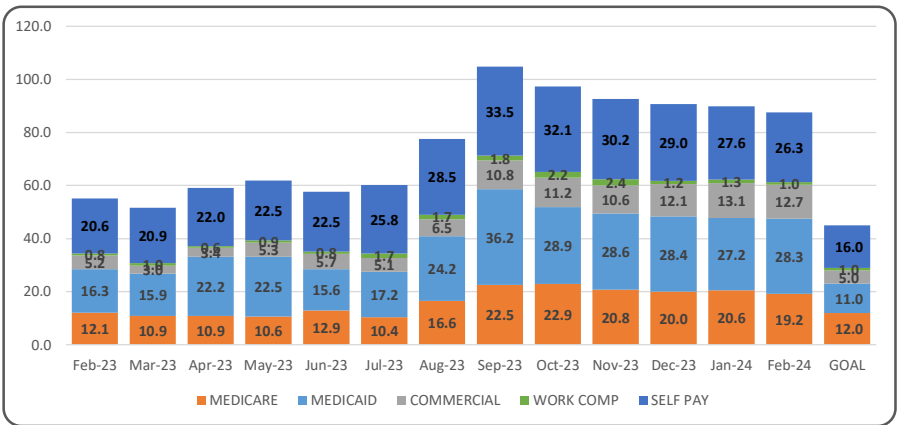
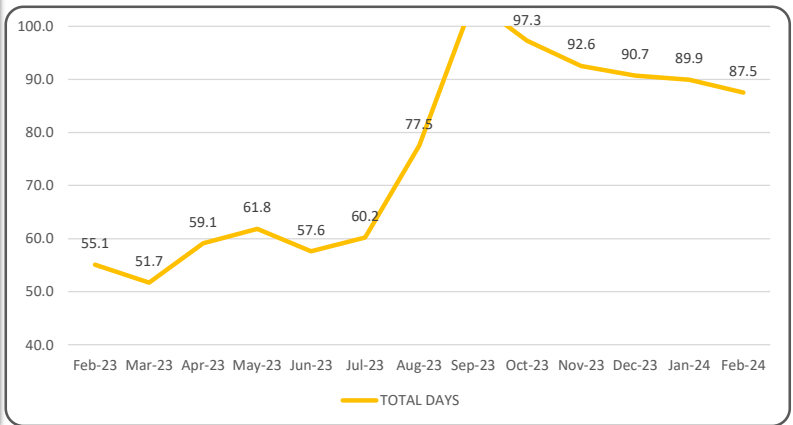
Actual Cash Based on Historical Collections



ACCOUNTS RECEIVABLE

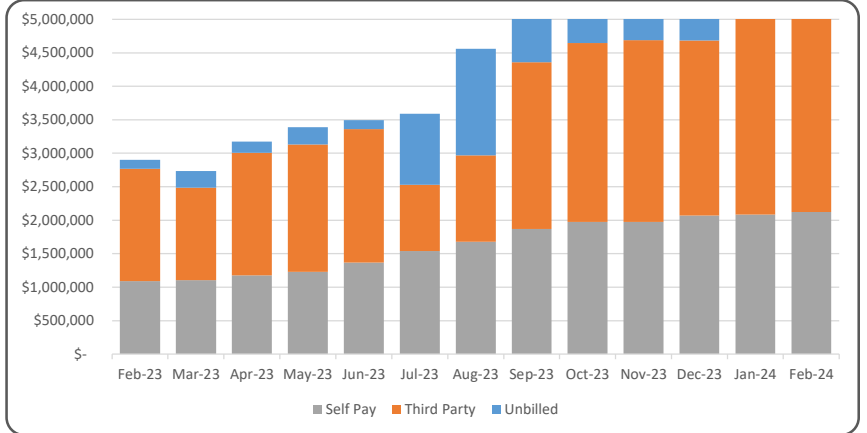
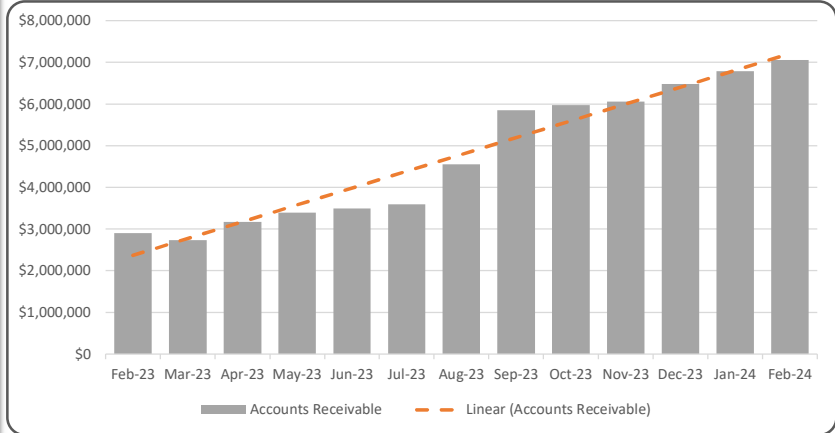
AR Days

PAYER	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
MEDICARE	12.1	10.9	10.9	10.6	12.9	10.4	16.6	22.5	22.9	20.8	20.0	20.6	19.2	16.2
MEDICAID	16.3	15.9	22.2	22.5	15.6	17.2	24.2	36.2	28.9	28.6	28.4	27.2	28.3	24.0
COMMERCIAL	5.2	3.0	3.4	5.3	5.7	5.1	6.5	10.8	11.2	10.6	12.1	13.1	12.7	8.1
WORK COMP	0.8	1.0	0.6	0.9	0.8	1.7	1.7	1.8	2.2	2.4	1.2	1.3	1.0	1.3
SELF PAY	20.6	20.9	22.0	22.5	22.5	25.8	28.5	33.5	32.1	30.2	29.0	27.6	26.3	26.3
TOTAL DAYS	55.1	51.7	59.1	61.8	57.6	60.2	77.5	104.8	97.3	92.6	90.7	89.9	87.5	75.8



AR Balance

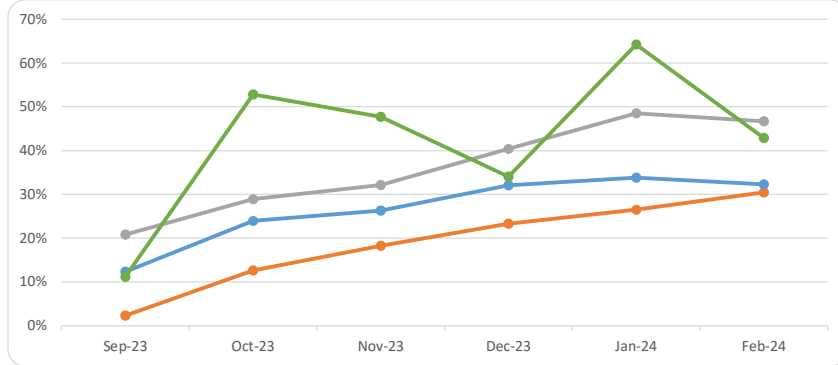
PAYER	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
MEDICARE	\$ 640,281	\$ 577,661	\$ 586,779	\$ 583,176	\$ 783,065	\$ 619,122	\$ 977,025	\$ 1,257,444	\$ 1,408,379	\$ 1,364,196	\$ 1,430,057	\$ 1,552,239	\$ 1,546,696	\$ 1,025,086
MEDICAID	\$ 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	\$ 2,281,795	\$ 1,504,110
COMMERCIAL	\$ 275,168	\$ 157,304	\$ 184,884	\$ 292,678	\$ 348,563	\$ 306,012	\$ 380,817	\$ 600,808	\$ 684,736	\$ 692,018	\$ 861,736	\$ 990,874	\$ 1,024,848	\$ 523,111
WORK COMP	\$ 40,808	\$ 55,187	\$ 31,871	\$ 48,923	\$ 50,878	\$ 97,414	\$ 101,908	\$ 48,125	\$ 133,125	\$ 155,295	\$ 87,612	\$ 100,345	\$ 76,676	\$ 83,262
SELF PAY	\$ 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	\$ 2,122,365	\$ 1,637,414
TOTAL	\$ 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	\$ 7,052,380	\$ 4,772,983



ACCOUNTS RECEIVABLE AGING

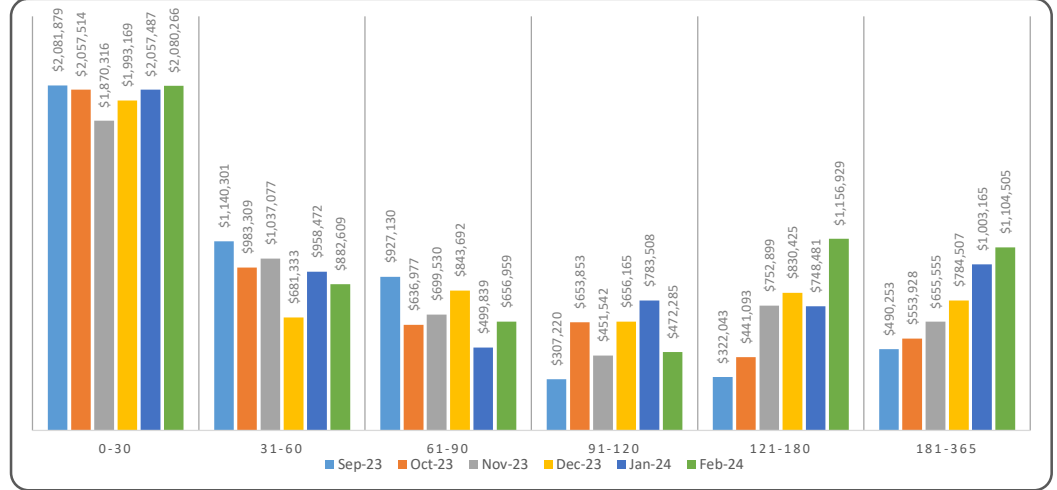
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	270	\$ 631,445	99	\$ 351,795	48	\$ 180,466	32	\$ 140,005	66	\$ 234,626	58	\$ 109,571	11	\$ 25,429	584	\$ 1,673,337
Credit	2	\$ (104,920)	2	\$ (329)	1	\$ (8,581)	2	\$ (7,978)	0	\$ -	1	\$ 70	9	\$ (4,903)	17	\$ (126,641)
TOTAL	272	\$ 526,525	101	\$ 351,466	49	\$ 171,885	34	\$ 132,027	66	\$ 234,626	59	\$ 109,641	20	\$ 20,526	601	\$ 1,546,696
MEDICAID																
Non-Credit	254	\$ 1,107,130	141	\$ 223,152	116	\$ 230,234	74	\$ 182,303	109	\$ 290,789	149	\$ 220,569	71	\$ 50,624	914	\$ 2,304,800
Credit	0	\$ -	4	\$ (1,808)	3	\$ (680)	0	\$ -	3	\$ (5,320)	1	\$ (10,296)	15	\$ (4,903)	26	\$ (23,006)
TOTAL	254	\$ 1,107,130	145	\$ 221,344	119	\$ 229,554	74	\$ 182,303	112	\$ 285,469	150	\$ 210,273	86	\$ 45,721	940	\$ 2,281,795
COMMERCIAL																
Non-Credit	156	\$ 313,912	94	\$ 173,031	59	\$ 116,208	57	\$ 75,075	107	\$ 252,160	192	\$ 168,533	65	\$ 32,287	730	\$ 1,131,206
Credit	0	\$ -	0	\$ -	3	\$ (1,021)	2	\$ (3,247)	5	\$ (266)	3	\$ (4,204)	388	\$ (97,619)	401	\$ (106,357)
TOTAL	156	\$ 313,912	94	\$ 173,031	62	\$ 115,187	59	\$ 71,828	112	\$ 251,894	195	\$ 164,328	453	\$ (65,332)	1131	\$ 1,024,848
WORK COMP																
Non-Credit	2	\$ 12,070	5	\$ 19,571	3	\$ 14,288	1	\$ 2,394	3	\$ 3,677	11	\$ 25,608	12	\$ 2,826	37	\$ 80,433
Credit	0	\$ (136)	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	17	\$ (3,620)	17	\$ (3,757)
TOTAL	2	\$ 11,933	5	\$ 19,571	3	\$ 14,288	1	\$ 2,394	3	\$ 3,677	11	\$ 25,608	29	\$ (795)	54	\$ 76,676
SELF PAY																
Non-Credit	67	\$ 123,437	96	\$ 117,799	65	\$ 126,918	68	\$ 85,550	157	\$ 385,836	645	\$ 595,771	1071	\$ 735,498	2169	\$ 2,170,809
Credit	2	\$ (2,671)	0	\$ (603)	2	\$ (872)	2	\$ (1,817)	4	\$ (4,572)	3	\$ (1,116)	318	\$ (36,792)	331	\$ (48,444)
TOTAL	69	\$ 120,765	96	\$ 117,197	67	\$ 126,046	70	\$ 83,733	161	\$ 381,264	648	\$ 594,655	1389	\$ 698,706	2500	\$ 2,122,365
ACCOUNTS RECEIVABLE																
Non-Credit	749	\$ 2,187,993	435	\$ 885,349	291	\$ 668,113	232	\$ 485,326	442	\$ 1,167,087	1055	\$ 1,120,052	1230	\$ 846,663	4434	\$ 7,360,585
Credit	4	\$ (107,727)	6	\$ (2,740)	9	\$ (11,154)	6	\$ (13,042)	12	\$ (10,158)	8	\$ (15,547)	747	\$ (147,837)	792	\$ (308,205)
GRAND TOTAL	753	\$ 2,080,266	441	\$ 882,609	300	\$ 656,959	238	\$ 472,285	454	\$ 1,156,929	1063	\$ 1,104,505	1977	\$ 698,826	5226	\$ 7,052,380

Aged Over 90 Days Trending (excluding Credits)



	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Medicare	11.2%	52.8%	47.7%	34.1%	64.2%	42.9%
Medicaid	20.8%	23.9%	26.3%	32.1%	33.8%	32.3%
Commercial	12.4%	23.9%	26.3%	32.1%	33.8%	32.3%
Work Comp	2.3%	12.6%	18.3%	23.3%	26.5%	30.5%

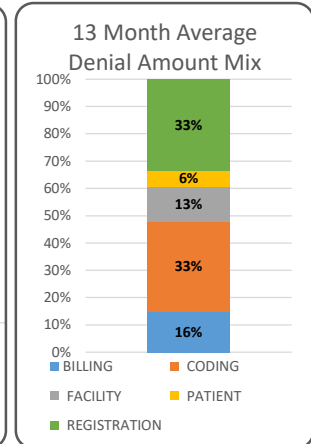
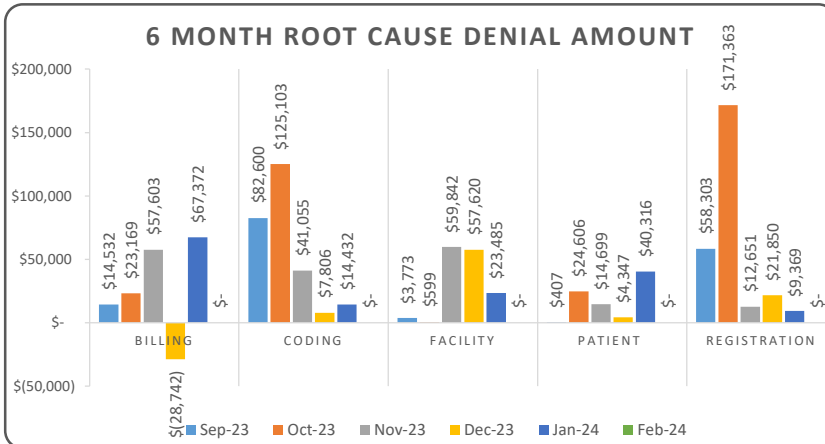
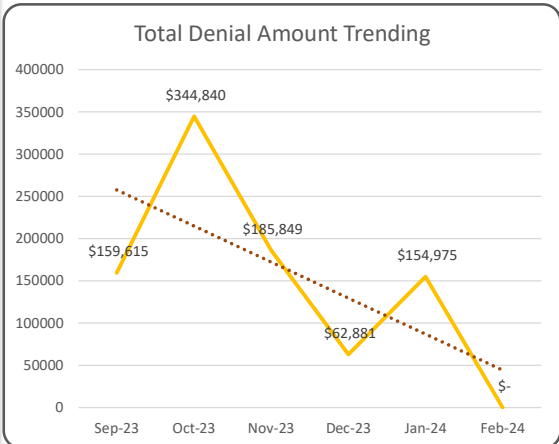
6 Month Aging



DENIAL MANAGEMENT

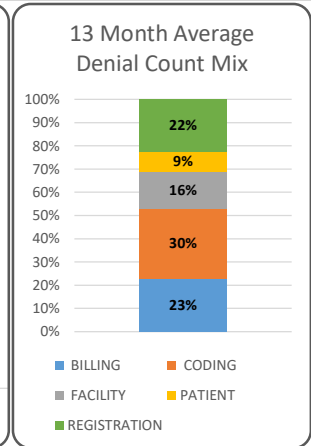
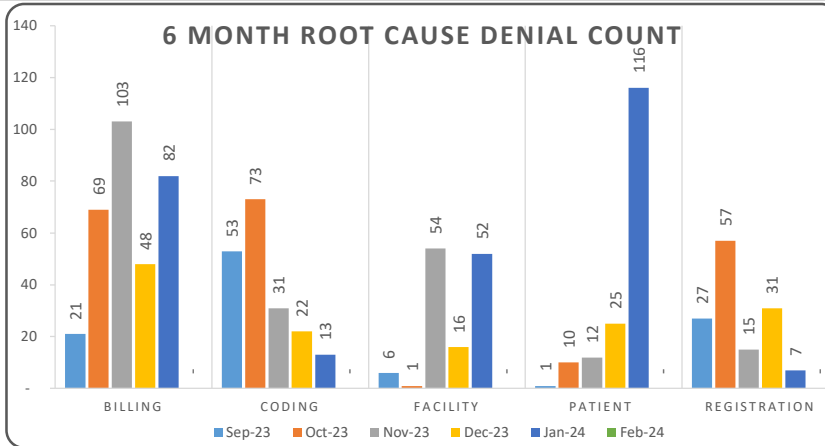
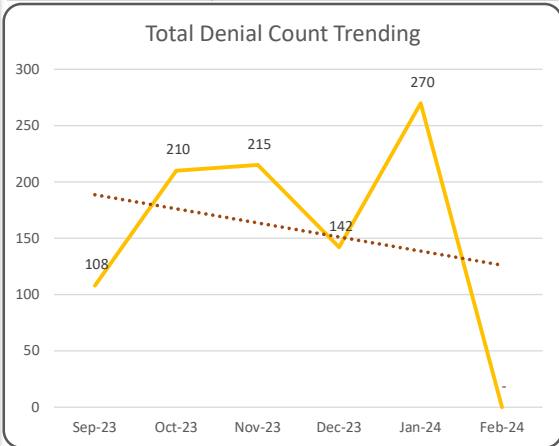
Denial Amount

AMOUNT	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
BILLING	\$ 15,559	\$ 11,555	\$ 16,802	\$ 33,824	\$ 20,119	\$ 16,441	\$ 4,186	\$ 14,532	\$ 23,169	\$ 57,603	\$ (28,742)	\$ 67,372	\$ -	\$ 19,417
CODING	\$ 30,929	\$ 44,001	\$ 24,264	\$ 39,181	\$ 20,027	\$ 28,731	\$ 69,786	\$ 82,600	\$ 125,103	\$ 41,055	\$ 7,806	\$ 14,432	\$ -	\$ 40,609
FACILITY	\$ 17,826	\$ 8,818	\$ 7,016	\$ 18,338	\$ 5,061	\$ 8,170	\$ 2,617	\$ 3,773	\$ 599	\$ 59,842	\$ 57,620	\$ 23,485	\$ -	\$ 16,397
PATIENT	\$ 35	\$ -	\$ -	\$ -	\$ -	\$ 4,418	\$ 4,468	\$ 407	\$ 24,606	\$ 14,699	\$ 4,347	\$ 40,316	\$ -	\$ 7,177
REGISTRATION	\$ 22,693	\$ 29,947	\$ 44,238	\$ 48,458	\$ 59,497	\$ 32,719	\$ 24,061	\$ 58,303	\$ 171,363	\$ 12,651	\$ 21,850	\$ 9,369	\$ -	\$ 41,165
TOTAL	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ -	\$ 124,765



Denial Count

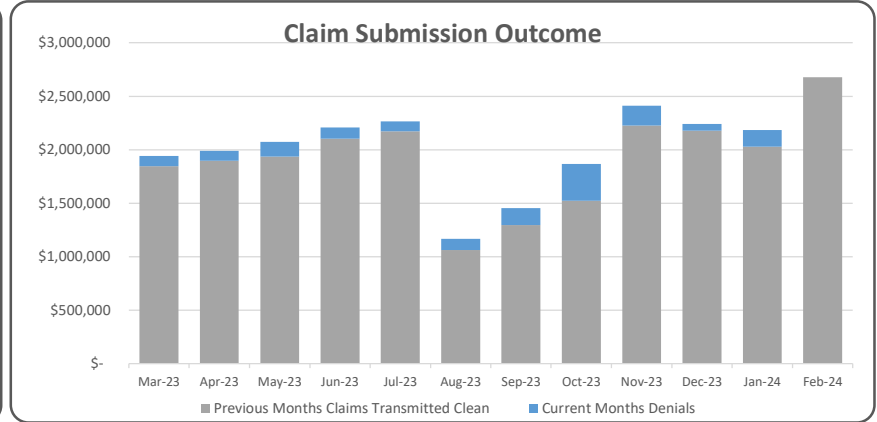
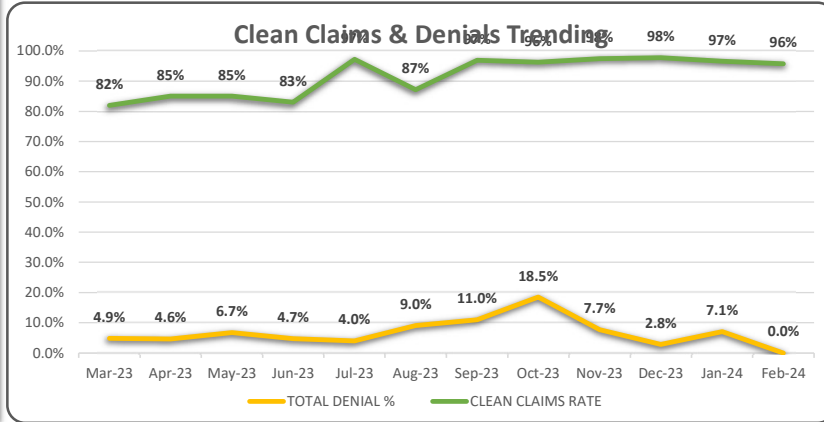
COUNT	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
BILLING	16	17	22	14	25	17	23	21	69	103	48	82	-	35
CODING	64	63	64	40	61	58	39	53	73	31	22	13	-	45
FACILITY	41	30	27	29	14	28	15	6	1	54	16	52	-	24
PATIENT	1	-	-	-	-	2	4	1	10	12	25	116	-	13
REGISTRATION	44	40	44	54	43	34	30	27	57	15	31	7	-	33
TOTAL	166	150	157	137	143	139	111	108	210	215	142	270	-	150



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

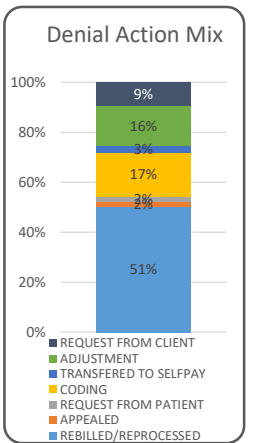
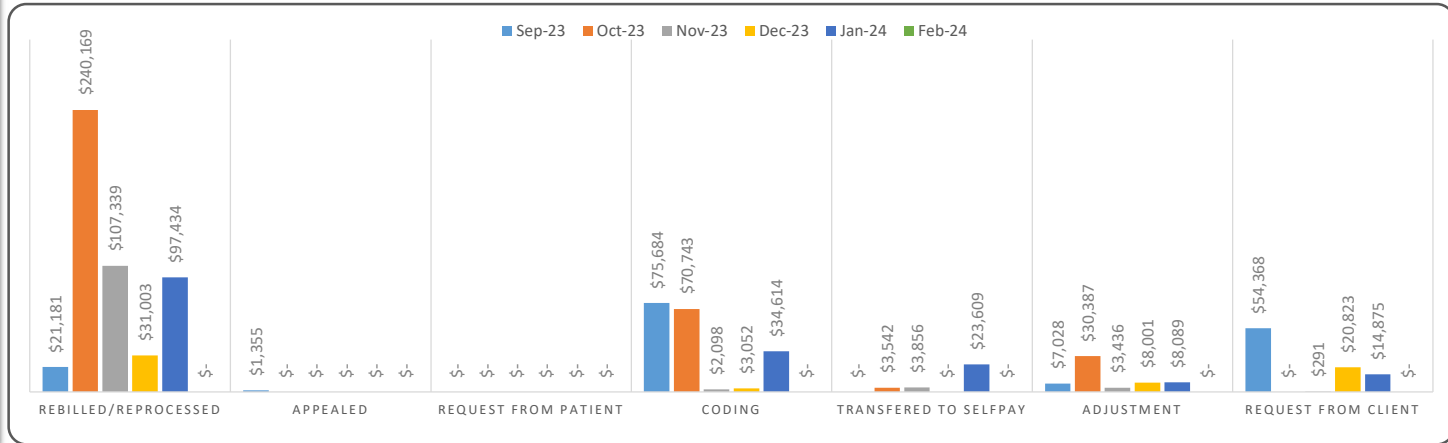
Denial & Clean Claim Trending

	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
DENIAL AMOUNT	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ -	\$ 124,765
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 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	\$ 2,676,735	\$ 2,047,352
TOTAL DENIAL %	4.1%	4.9%	4.6%	6.7%	4.7%	4.0%	9.0%	11.0%	18.5%	7.7%	2.8%	7.1%	0.0%	6.5%
CLEAN CLAIMS RATE	85%	82%	85%	85%	83%	97%	87%	97%	96%	98%	98%	97%	96%	91%



Action Taken on Denials

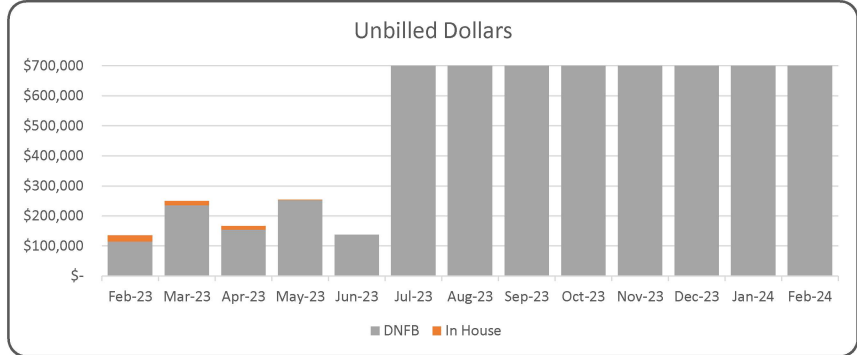
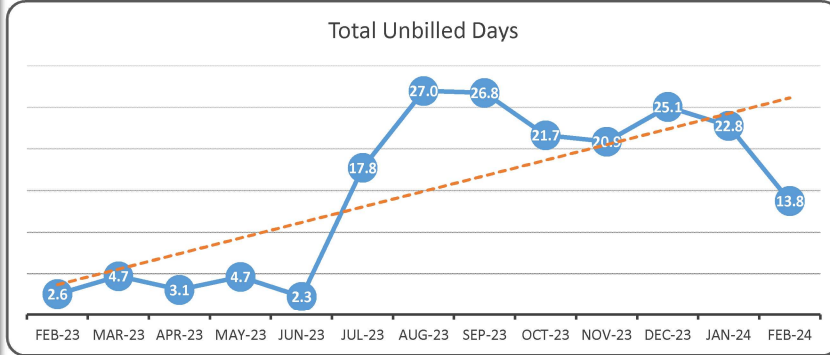
DENIAL ACTION	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
REBILLED/REPROCESSED	\$ 33,295	\$ 55,495	\$ 49,608	\$ 73,330	\$ 48,104	\$ 35,311	\$ 8,771	\$ 21,181	\$ 240,169	\$ 107,339	\$ 31,003	\$ 97,434	\$ -	\$ 61,618
APPEALED	\$ 2,973	\$ 2,164	\$ 11,305	\$ 3,102	\$ 133	\$ 4,051	\$ 21	\$ 1,355	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,931
REQUEST FROM PATIENT	\$ 2,001	\$ 1,293	\$ 1,180	\$ 3,499	\$ 10,114	\$ 13,047	\$ 5,235	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 2,798
CODING	\$ 4,149	\$ 2,209	\$ 2,394	\$ 438	\$ 4,991	\$ 7,358	\$ 67,848	\$ 75,684	\$ 70,743	\$ 2,098	\$ 3,052	\$ 34,614	\$ -	\$ 21,198
TRANSFERRED TO SELFPAY	\$ 5,688	\$ 2,222	\$ 682	\$ 1,244	\$ 2,329	\$ 555	\$ 561	\$ -	\$ 3,542	\$ 3,856	\$ -	\$ 23,609	\$ -	\$ 3,407
ADJUSTMENT	\$ 30,601	\$ 28,772	\$ 21,417	\$ 40,951	\$ 36,597	\$ 25,659	\$ 6,499	\$ 7,028	\$ 30,387	\$ 3,436	\$ 8,001	\$ 8,089	\$ -	\$ 19,034
REQUEST FROM CLIENT	\$ 8,334	\$ 2,166	\$ 5,734	\$ 17,237	\$ 2,435	\$ 4,499	\$ 16,182	\$ 54,368	\$ -	\$ 291	\$ 20,823	\$ 14,875	\$ -	\$ 11,303
TOTAL	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,116	\$ 159,615	\$ 344,842	\$ 117,020	\$ 62,880	\$ 178,621	\$ -	\$ 121,289



UNBILLED & INVENTORY

Unbilled

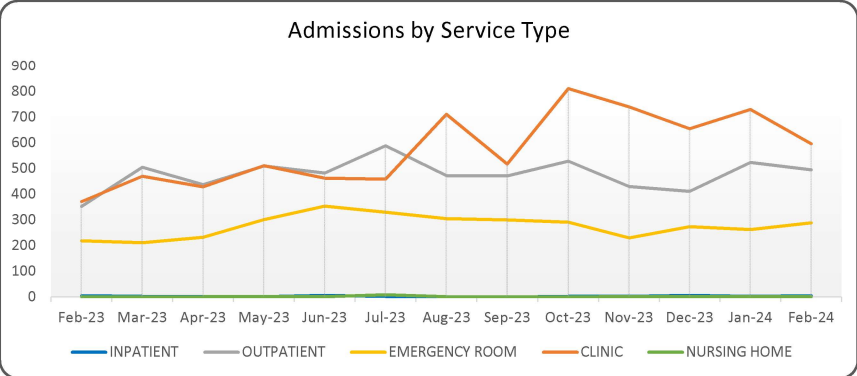
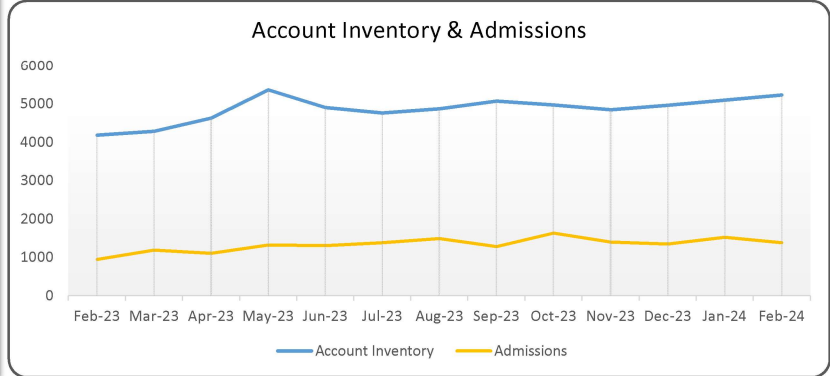
	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
In House	\$ 21,812	\$ 15,908	\$ 13,120	\$ 2,240	\$ -	\$ 27,926	\$ 59,290	\$ 34,128	\$ 58,121	\$ 108,806	\$ 49,158	\$ 81,326	\$ 57,589	\$ 40,725
DNFB	\$ 114,332	\$ 234,498	\$ 153,558	\$ 252,579	\$ 137,865	\$ 1,032,055	\$ 1,528,438	\$ 1,460,193	\$ 1,272,278	\$ 1,259,714	\$ 1,740,429	\$ 1,639,771	\$ 1,052,041	\$ 913,673
Total Unbilled	\$ 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	\$ 1,109,630	\$ 954,398
Unbilled Days	2.6	4.7	3.1	4.7	2.3	17.8	27.0	26.8	21.7	20.9	25.1	22.8	13.8	14.9



Admissions & Account Inventory

ADMISSIONS	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
INPATIENT	4	3	1	1	6	2	1	0	3	2	6	3	4	3
SWINGBED	4	4	4	0	4	2	7	1	4	1	5	2	2	3
OUTPATIENT	352	505	437	510	482	588	472	471	528	430	411	524	495	477
EMERGENCY ROOM	219	211	233	300	353	330	304	299	291	229	274	262	289	276
CLINIC	371	470	428	511	462	458	710	517	810	739	655	729	595	573
NURSING HOME	1	0	1	1	1	8	1	0	0	2	1	1	1	1
TOTAL	951	1,193	1,104	1,323	1,308	1,388	1,495	1,288	1,636	1,403	1,352	1,521	1,386	1334

ACCOUNT INVENTORY	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	13 Month Average
MEDICARE	417	438	494	547	485	387	519	598	579	556	633	583	601	526
MEDICAID	692	645	855	794	748	682	688	762	732	759	756	874	940	764
COMMERCIAL	814	857	903	914	997	862	838	887	897	942	997	1,052	1,131	930
WORK COMP	72	91	77	87	89	75	59	57	55	61	56	58	54	69
SELF PAY	2,191	2,260	2,303	2,461	2,584	2,752	2,767	2,772	2,708	2,527	2,524	2,528	2,500	2529
TOTAL	4186	4291	4632	5363	4903	4758	4871	5076	4971	4845	4966	5095	5226	4860



Southern Humboldt Community Healthcare District Executive Dashboard

	TARGET	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24
Days in AR	45.0	51.7	59.1	61.8	57.6	60.2	77.5	104.8	97.3	92.6	90.7	89.9	87.5
Gross AR		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	7,052,380
Gross Revenue		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	2,422,995
Cash Collections		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	1,391,162
Adjustments		472,360	553,962	906,039	896,471	284,186	481,416	395,270	1,210,884	959,630	810,676	1,075,435	726,145
Collection %		73.0%	53.7%	45.5%	51.7%	81.9%	52.1%	57.5%	48.3%	50.0%	60.0%	51.4%	65.7%
Late Charges	1%	0.3%	0.0%	0.0%	0.2%	2.2%	0.3%	0.7%	0.8%	0.2%	0.6%	0.3%	0.3%
Bad Debt	3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	2.2%
Charity Care	3%	1.5%	0.1%	1.2%	0.5%	0.7%	0.2%	0.1%	0.2%	0.0%	0.0%	2.3%	0.4%
Third Party Aged over 90	13%	16.4%	14.0%	12.4%	12.0%	16.0%	11.6%	10.6%	21.9%	25.5%	31.0%	35.1%	35.0%
Self Pay Aged 180 (from assignment)	25%	48.3%	50.7%	52.9%	52.4%	48.9%	51.6%	48.7%	49.0%	54.6%	58.4%	52.1%	48.6%

