

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

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

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



**SoHum Health**



## Finance Committee

**Date:** Friday, May 24, 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

<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, March 22, 2024
		E. Discussion and Review  1. July 2023 – February 2024 Financials – Paul Eves
10:15 a.m.		
10:30 a.m.		2. April 2024 Patient Financial Services and HRG Reports – Marie Brown
		F. Discussion Items to Report to the Board
		G. Next Meeting: June 21, 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, May 20, 2024*



## Finance Committee

**Date:** Friday, March 22, 2024

**Time:** 10:01 a.m.

**Location:** Sprowel Creek Campus Rm 105 and via Webex

**Facilitator:** Governing Board President Corinne Stromstad

## Minutes

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

**Not Present:** None

**Also Present:** Darrin Guerra, Administrative Assistant, Barbara Truitt, Matt Rees, CEO, 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, February 23, 2024

**Motion:** Kevin Church moved to approve the February 23, 2024, Finance minutes.

**Second:** Corinne Stromstad

**Motion Carried**

E. Discussion and Review

1. Financials – Matt Rees, CEO

- Matt gave a brief dialog about the District's financial status and when we should expect the Rate Range IGT.
- Financial Statements will be brought to the next Finance Committee meeting.

2. January 2024 HRG Report – Marie Brown

- Marie presented the highlights of the HRG report and Informed the Finance Committee that her three new staff members for her department are performing well.
- The current “Denials” on the HRG report were incorrect and will be accurately portrayed in next month's report.
- New department builds are being created starting with PT, SLS, and Optometry.

F. Discussion Items to Report to the Board – The February 2024 HRG Report will be submitted to the Governing Board for approval.

G. Next Meeting: Friday, April 2024.

Southern Humboldt Community Healthcare District • 733 Cedar Street • Garberville, CA 95542 • (707) 923-3921 • sohumhealth.org



H. Adjourned at 10:22 a.m.

*Minutes by Darrin Guerra*

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## Southern Humboldt Community Healthcare District

April 2024 – Centriq & Epic Combined



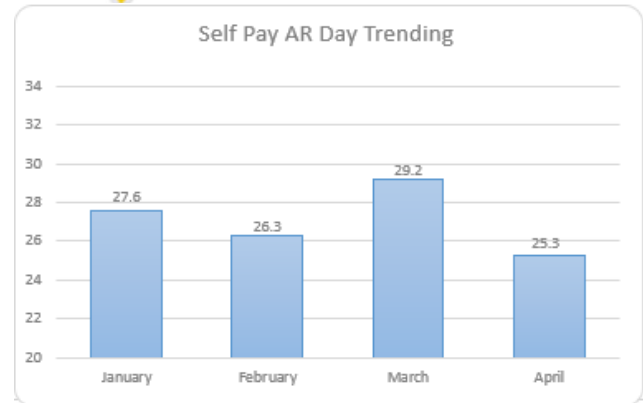
## SoHum Health

### Key Items

- ➔ Cash totaled \$1.2M, 122% of net revenue
- ➔ AR decreased to 89.1 days
- ➔ Third Party aging increased \$257K, to 43.9%
- ➔ Unbilled AR decreased 1.60 days, ending at 13.3 days

### Detailed Initiatives & Obstacles

- **Overall AR:** The figures calculated continue to include both the legacy system (Centriq) and Epic figures combined. The month of April closed with \$6.6M in gross AR or 89.1 days. Revenue came in \$246K higher than what was reported in March, ending at \$2.3M. Third Party AR saw an increase of 3.6 days ending at 50.5 days. Unbilled AR decreased by 1.6 days ending at 13.3 AR days. Cash collections came in roughly \$117K higher than what was collected in March, well exceeding \$1M. Cash collections came in at \$1.2M or 122% of net revenue. HRG and SHCHD are no longer having our separate weekly 30-minute HB (hospital billing) and PB (professional billing) calls. Any newly found issues are to be logged as a JIRA—also known as opening a ticket with the current problem. This JIRA will then be assigned to the appropriate Ochin analyst and is reviewed. SHCHD, HRG, and Ochin discuss the current status of the outstanding JIRA's every Thursday at our Revenue Cycle Core meeting. We continue to work through billing-related build issues with OCHIN as they come up.
- **Self Pay:** Self Pay AR decreased by 3.9 days since March. Self Pay collections came in at \$33K, which is \$2K more than what was collected in March. In March, we discovered another HRG system issue that prevented us from being able to send a file in March. When the charity care letter was added to the statement it caused issues with patients who had multiple accounts that were eligible for bad debt. This issue was fixed in late March but did not hit the 10 days they needed prior to sending to bad debt. The issue we were seeing in March, was resolved and we were able to generate a large bad debt file that was sent over in April. This April file totaled 531 Centriq accounts (only) for \$479K. In May the HRG/Trubridge Self-pay Manager will begin attending the SoHum Revenue cycle calls for full visibility on the Epic and Centriq AR.
- **Third-Party Aging:** April closed with \$2.2M in third-party balances aged over 90 days, totaling 43.9%. Due to SoHum's EHR conversion, we are now in the wind-down phase of Centriq—cleaning up all outstanding and aged balances. At the end of April, \$319K or 380 accounts are Centriq accounts. 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 \$558K aged over 90 days or 46%, this is an overall increase of \$85K from March. Medicaid increased by \$58K to 36.5%. Commercial increased 112K up to 54.6%, and Work Comp increased \$2K to 51%. The third-party aging includes balances that are out of billing 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, and Radiology Review Needed. There are also issues that HRG/SHCHD is working with OCHIN on that will help bring down the aging once the issues are resolved—the biggest issues being the PB COVID issues. Another big issue HRG has been working on resolving is the Anthem Calpers issue where they sent the payments to the incorrect PO Box. This issue is impacting \$327K of the aged over 90 or 4.4 days in AR. Aging continues to be a focus for HRG. We will map out an action plan around responsibilities and what steps we will take to reduce the AR and aging over 90.



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



# SoHum Health

## MONTH END FINANCE REPORT



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# April 2024

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# FINANCE DASHBOARD

	Target	November-23	December-23	January-24	February-24	March-24	April-24
<b>REVENUE</b>							
Net Revenue		\$1,000,216	\$1,254,406	\$1,392,003	\$1,310,811	\$991,365	\$1,132,777
Gross Revenue		\$2,037,494	\$2,402,068	\$2,506,331	\$2,422,995	\$2,021,182	\$2,266,954
<b>CASH</b>							
Cash Collections as a % of Net Revenue	100%	84%	121%	91%	100%	84%	122%
Cash Collections		\$958,049	\$1,214,685	\$1,139,209	\$1,391,162	\$1,095,888	\$1,213,098
<b>ACCOUNTS RECEIVABLE</b>							
Net AR		\$3,071,787	\$3,409,568	\$3,484,000	\$3,723,159	\$3,427,020	\$3,000,456
Gross AR		\$6,060,571	\$6,475,740	\$6,787,249	\$7,052,380	\$6,946,485	\$6,645,338
Unbilled	3	20.9	25.1	22.8	13.8	14.9	13.3
Third Party	26	41.5	36.7	39.5	47.4	46.9	50.5
Self Pay	16	30.2	29.0	27.6	26.3	29.2	25.3
<b>Total Days in AR</b>	<b>45</b>	<b>92.6</b>	<b>90.7</b>	<b>89.9</b>	<b>87.5</b>	<b>90.9</b>	<b>89.1</b>
Days in AR - Credit Balances	< 1	1.78	2.19	3.85	3.83	1.96	4.26
<b>UNBILLED</b>							
In-house	< 2 Days	1.7	0.7	1.1	0.7	0.5	0.1
DNFB	< 1 Day	19.2	24.4	21.7	13.1	14.4	13.2
<b>Total Unbilled</b>	<b>&lt;3 Days</b>	<b>20.9</b>	<b>25.1</b>	<b>22.8</b>	<b>13.8</b>	<b>14.9</b>	<b>13.3</b>

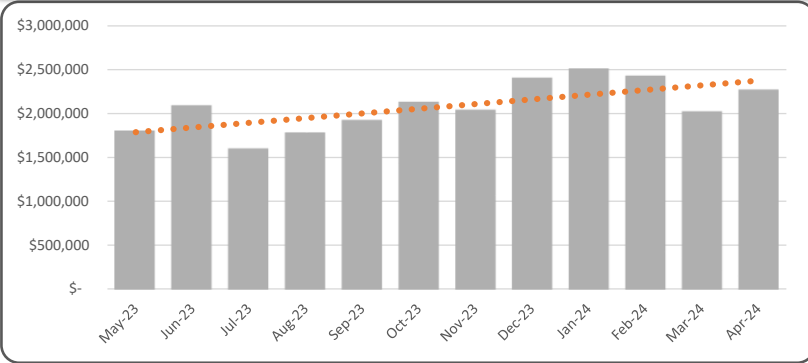
	Target	November-23	December-23	January-24	February-24	March-24	April-24
<b>AGING (excluding credits)</b>							
Medicare Aging > 90 Days	11%	18.3%	23.3%	26.5%	30.5%	33.1%	46.0%
Medicaid Aging > 90 Days	12%	26.3%	32.1%	33.8%	32.3%	37.7%	36.5%
Commercial Aging > 90 Days	20%	32.1%	40.4%	48.5%	46.7%	53.8%	54.6%
Work Comp Aging > 90 Days	35%	47.7%	34.1%	64.2%	42.9%	55.0%	51.0%
<b>Total Third Party Aging &gt; 90 Days</b>	<b>13%</b>	<b>25.5%</b>	<b>31.0%</b>	<b>35.1%</b>	<b>35.0%</b>	<b>40.5%</b>	<b>43.9%</b>
<b>CLAIM SUBMISSION EFFICIENCY</b>							
Claims Submission		1,674	1,560	1,993	1,727	1,538	1,763
Clean Claims	85%	98%	98%	97%	96%	97%	97%
Denial Percent	5%	8%	3%	7%	9%	9%	10%
Total Denial Rate	Count   Amt	215   \$ 185,849	142   \$ 62,881	270   \$ 154,975	308   \$ 249,006	234   \$ 279,308	333   \$ 267,412
Late Charges	Count   Amt	13   \$ 3,811	43   \$ 14,541	67   \$ 7,612	28   \$ 7,746	52   \$ (8,444)	81   \$ (18,541)
Communication Log Backlog		84   \$ 81,109	83   \$ 57,862	83   \$ 86,122	21   \$ 40,392	34   \$ 49,032	36   \$ 56,297

	Target	November-23	December-23	January-24	February-24	March-24	April-24
<b>INVENTORY &amp; QUALITY</b>							
Total Inventory		2,527	2,524	2,528	2,500	2,537	2,078
New		3	8	7	5	12	7
Resolved		139	66	79	117	124	20
Aged >180 days from Assignment	< 25%	54.6%	58.4%	52.1%	48.6%	45.4%	26.2%
Total Payment Plans over 120 days		\$21,990	\$21,317	\$19,292	\$18,662	\$19,950	\$18,943
Average Speed to Answer	< 60 seconds	0	23	7	7	10	30
<b>STATEMENTS &amp; LETTERS</b>							
Statements & Letters		594	172	102	296	250	115
Charity Care Applications In Process		0	0	0	26	80	0
Inbound and Outbound Calls	In   Out	3   230	135   259	129   152	136   209	140   190	128   216
<b>WRITE OFFS</b>							
Bad Debt as a % of Gross Revenue	< 2%	5.3%	0.0%	0.0%	2.2%	0.0%	21.1%
Charity as a % of Gross Revenue	< 2%	0.0%	0.0%	2.3%	0.4%	0.5%	0.4%

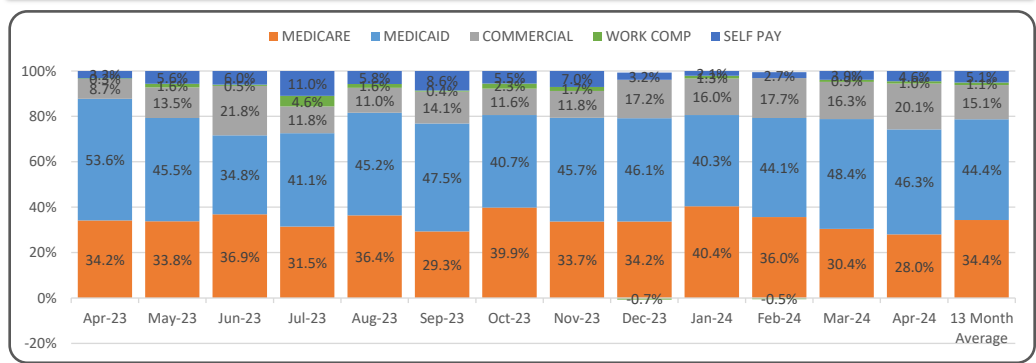
# GROSS REVENUE

PAYER	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>MEDICARE</b>	\$ 557,768	\$ 608,991	\$ 770,520	\$ 504,094	\$ 648,555	\$ 563,819	\$ 849,853	\$ 686,408	\$ 820,695	\$ 1,011,885	\$ 873,176	\$ 615,389	\$ 635,762	\$ 703,609
<b>MEDICAID</b>	\$ 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	\$ 978,875	\$ 1,048,651	\$ 908,314
<b>COMMERCIAL</b>	\$ 142,791	\$ 243,074	\$ 454,637	\$ 189,003	\$ 196,363	\$ 271,079	\$ 247,190	\$ 241,360	\$ 413,697	\$ 402,037	\$ 429,688	\$ 329,806	\$ 456,749	\$ 309,037
<b>WORK COMP</b>	\$ 5,119	\$ 29,663	\$ 10,915	\$ 73,141	\$ 28,402	\$ 8,619	\$ 48,010	\$ 35,245	\$ (17,130)	\$ 32,033	\$ (12,352)	\$ 18,728	\$ 22,422	\$ 21,755
<b>SELF PAY</b>	\$ 52,413	\$ 100,841	\$ 126,294	\$ 175,618	\$ 102,746	\$ 164,957	\$ 117,250	\$ 143,534	\$ 76,560	\$ 51,516	\$ 65,067	\$ 78,384	\$ 103,370	\$ 104,504
<b>TOTAL</b>	\$ 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	\$ 2,021,182	\$ 2,266,954	\$ 2,047,218
<b>AVERAGE DAILY REVENUE</b>	\$ 53,670	\$ 54,796	\$ 60,691	\$ 59,681	\$ 58,817	\$ 55,829	\$ 61,407	\$ 65,484	\$ 71,410	\$ 75,499	\$ 80,565	\$ 76,379	\$ 74,568	\$ 65,292

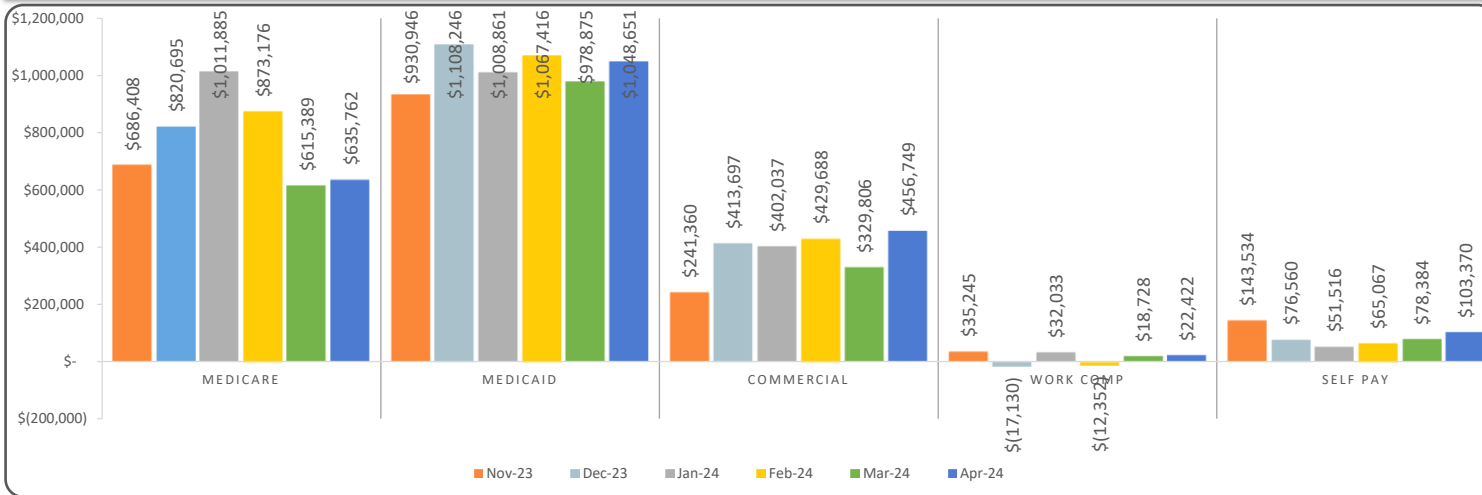
## Gross Revenue



## Payer Mix



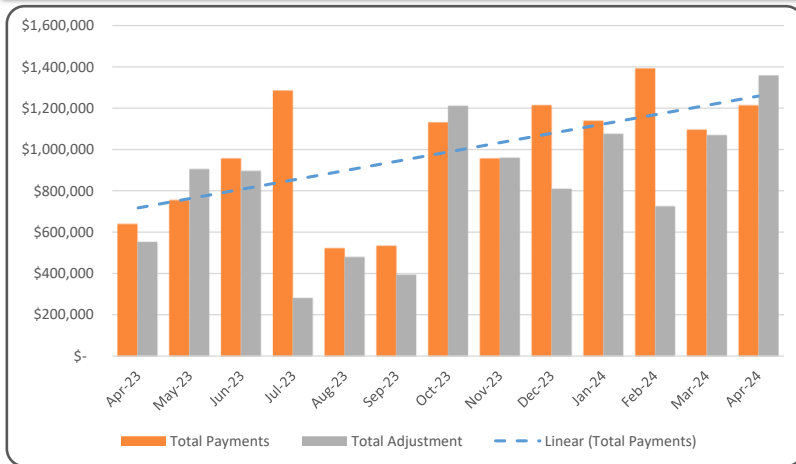
## Revenue Trending By Payer



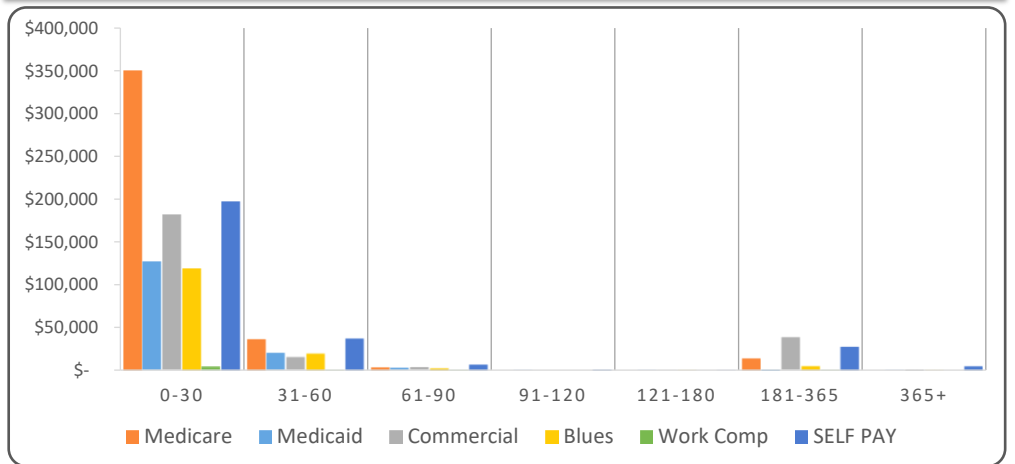
# CASH DETAIL

PAYER	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>MEDICARE</b>														
Payments	\$ 310,558	\$ 300,837	\$ 380,113	\$ 851,353	\$ 273,732	\$ 303,327	\$ 572,057	\$ 539,621	\$ 656,043	\$ 661,118	\$ 918,553	\$ 534,506	\$ 693,621	\$ 538,111
Adjustments	\$ 106,519	\$ 138,215	\$ 166,800	\$ (297,566)	\$ 14,075	\$ 40,065	\$ 133,024	\$ 129,515	\$ 2,826	\$ 137,240	\$ (178,481)	\$ 75,696	\$ 137,172	\$ 46,546
Collection %	74%	69%	70%	154%	95%	88%	81%	81%	100%	83%	124%	88%	83%	91%
<b>MEDICAID</b>														
Payments	\$ 193,806	\$ 300,483	\$ 275,555	\$ 192,283	\$ 90,923	\$ 92,296	\$ 313,889	\$ 229,010	\$ 310,938	\$ 242,089	\$ 202,951	\$ 308,231	\$ 239,691	\$ 230,165
Adjustments	\$ 361,576	\$ 609,604	\$ 571,141	\$ 466,985	\$ 399,800	\$ 295,314	\$ 971,132	\$ 641,672	\$ 700,680	\$ 799,319	\$ 712,729	\$ 868,417	\$ 639,713	\$ 618,314
Collection %	35%	33%	33%	29%	19%	24%	24%	26%	31%	23%	22%	26%	27%	27%
<b>COMMERCIAL</b>														
Payments	\$ 36,603	\$ 42,946	\$ 90,936	\$ 120,614	\$ 46,506	\$ 40,074	\$ 66,438	\$ 65,228	\$ 55,591	\$ 86,125	\$ 102,537	\$ 58,154	\$ 121,569	\$ 71,794
Adjustments	\$ 24,802	\$ 26,556	\$ 66,876	\$ 27,237	\$ 17,350	\$ 20,479	\$ 29,216	\$ 22,136	\$ 14,629	\$ 16,620	\$ 38,483	\$ 19,189	\$ 19,426	\$ 26,385
Collection %	60%	62%	58%	82%	73%	66%	69%	75%	79%	84%	73%	75%	86%	72%
<b>BLUES</b>														
Payments	\$ 54,673	\$ 79,624	\$ 162,086	\$ 89,306	\$ 55,087	\$ 76,601	\$ 120,414	\$ 68,971	\$ 137,865	\$ 98,826	\$ 132,852	\$ 131,552	\$ 114,239	\$ 101,700
Adjustments	\$ 30,285	\$ 68,579	\$ 62,281	\$ 55,589	\$ 28,987	\$ 29,422	\$ 43,963	\$ 37,046	\$ 59,992	\$ 50,618	\$ 74,352	\$ 73,694	\$ 56,670	\$ 51,652
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	70%	66%	64%	64%	67%	66%
<b>WORK COMP</b>														
Payments	\$ 17,944	\$ 4,105	\$ 6,593	\$ 11,971	\$ 34,920	\$ 2,990	\$ 18,118	\$ 7,910	\$ 30,109	\$ 13,561	\$ 4,542	\$ 31,805	\$ 10,514	\$ 15,006
Adjustments	\$ 8,713	\$ 9,697	\$ 2,215	\$ 7,288	\$ 7,277	\$ 2,489	\$ 4,838	\$ 739	\$ 24,588	\$ 5,401	\$ 2,553	\$ 8,362	\$ 5,425	\$ 6,891
Collection %	67%	30%	75%	62%	83%	55%	79%	91%	55%	72%	64%	79%	66%	68%
<b>SELF PAY</b>														
Payments	\$ 27,729	\$ 28,466	\$ 42,832	\$ 19,754	\$ 22,724	\$ 20,294	\$ 40,894	\$ 47,308	\$ 24,138	\$ 37,492	\$ 29,727	\$ 31,640	\$ 33,463	\$ 31,266
Bad Debt Recoveries	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Adjustments	\$ 21,095	\$ 31,837	\$ 17,525	\$ 14,103	\$ 9,683	\$ 5,797	\$ 23,642	\$ 19,912	\$ 7,961	\$ 9,710	\$ 12,066	\$ 14,080	\$ 8,917	\$ 15,102
Charity Care	\$ 973	\$ 21,551	\$ 9,633	\$ 10,549	\$ 4,244	\$ 1,705	\$ 5,068	\$ -	\$ -	\$ 56,527	\$ 10,025	\$ 9,508	\$ 10,166	\$ 10,765
Bad Debt	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total SP Adjustments	\$ 22,067	\$ 53,388	\$ 27,157	\$ 24,653	\$ 13,927	\$ 7,502	\$ 28,710	\$ 128,522	\$ 7,961	\$ 66,236	\$ 76,509	\$ 23,588	\$ 498,311	\$ 75,272
Collection %	56%	35%	61%	44%	62%	73%	59%	27%	75%	36%	28%	57%	6%	48%
<b>TOTAL</b>														
Total Payments	\$ 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	\$ 1,095,888	\$ 1,213,098	\$ 988,042
Total Adjustment	\$ 553,962	\$ 906,039	\$ 896,471	\$ 284,186	\$ 481,416	\$ 395,270	\$ 1,210,884	\$ 959,630	\$ 810,676	\$ 1,075,435	\$ 726,145	\$ 1,068,946	\$ 1,356,717	\$ 749,789
Total Collection %	54%	46%	52%	82%	52%	58%	48%	50%	60%	51%	66%	51%	47%	55%

### Cash & Adjustment Trending

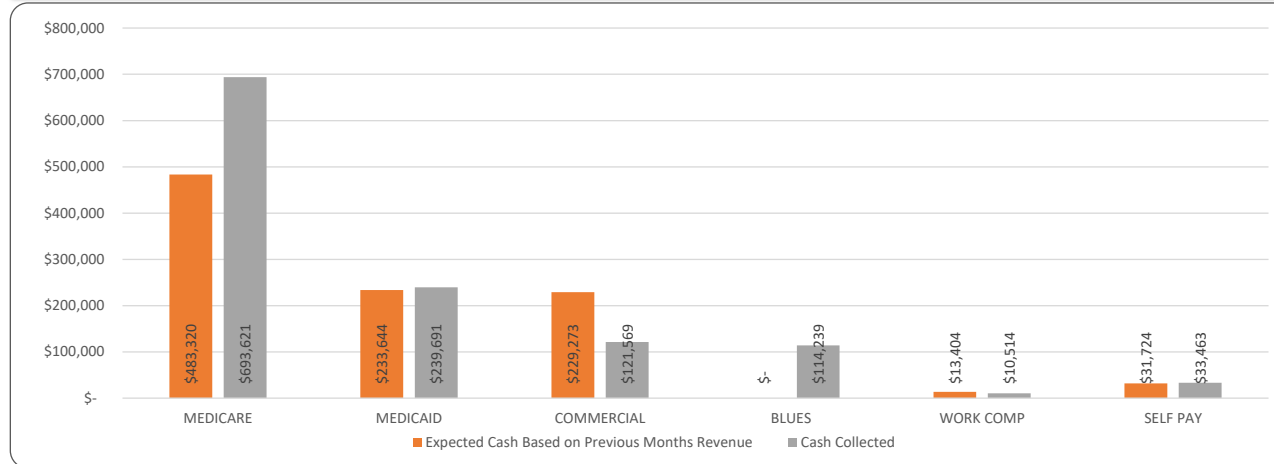


### Cash Collections by Discharge Date

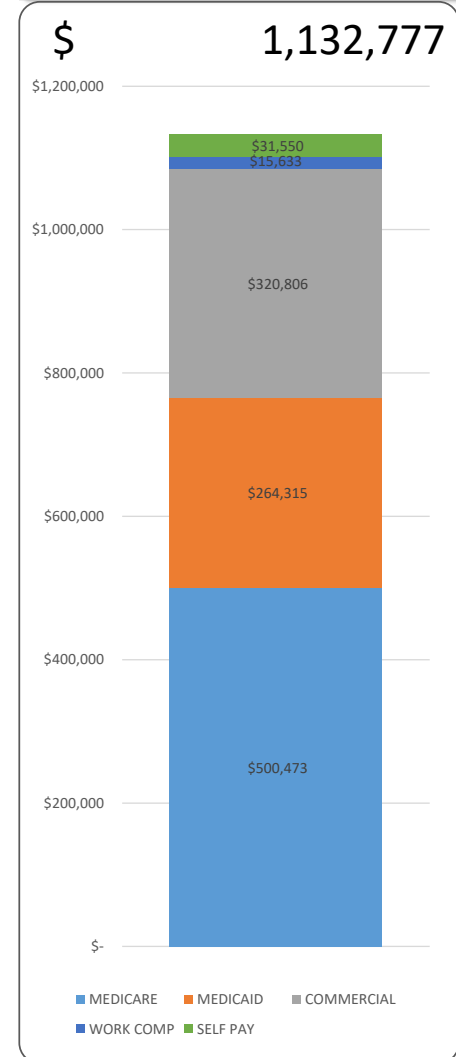


# CASH FORECASTING

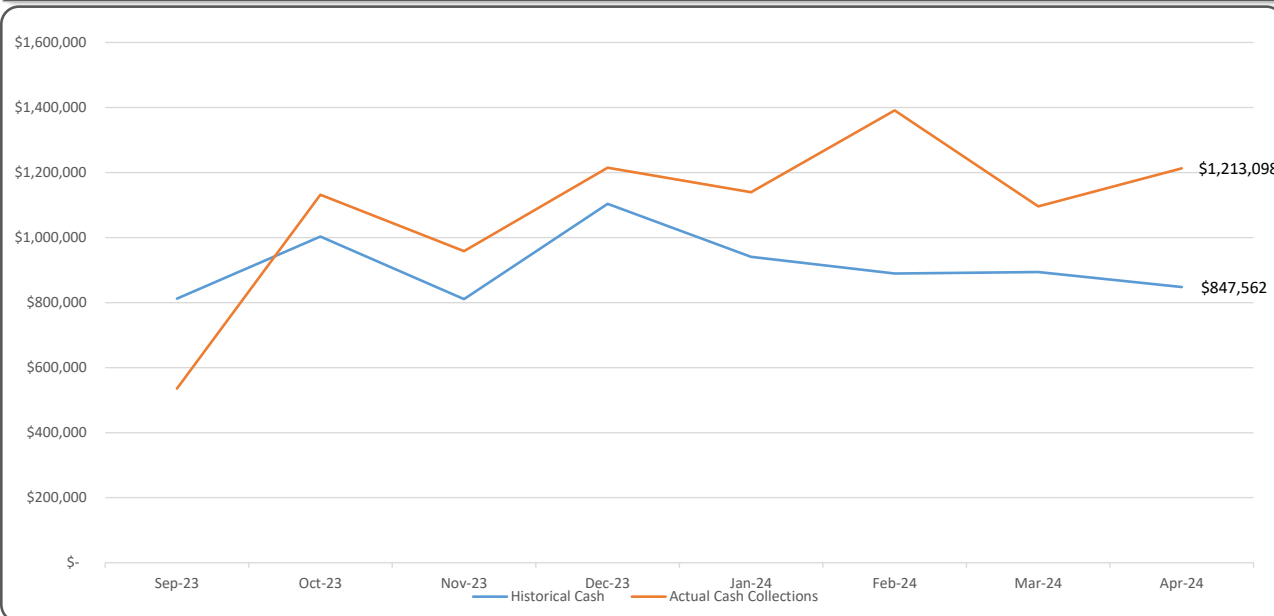
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



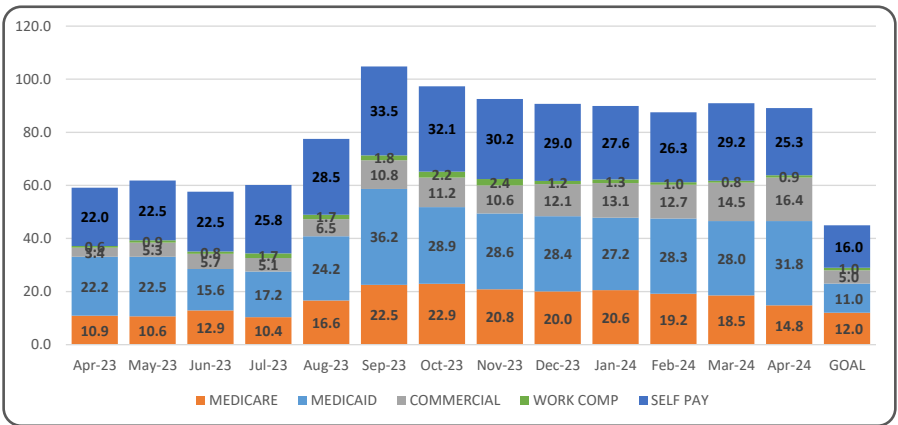
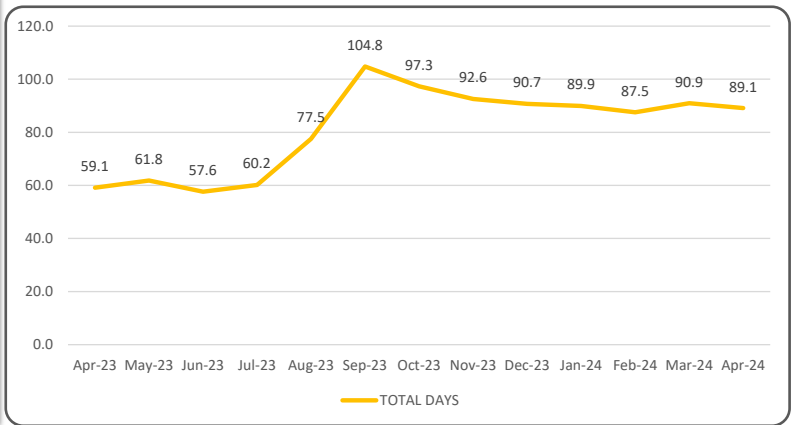
Actual Cash Based on Historical Collections



# ACCOUNTS RECEIVABLE

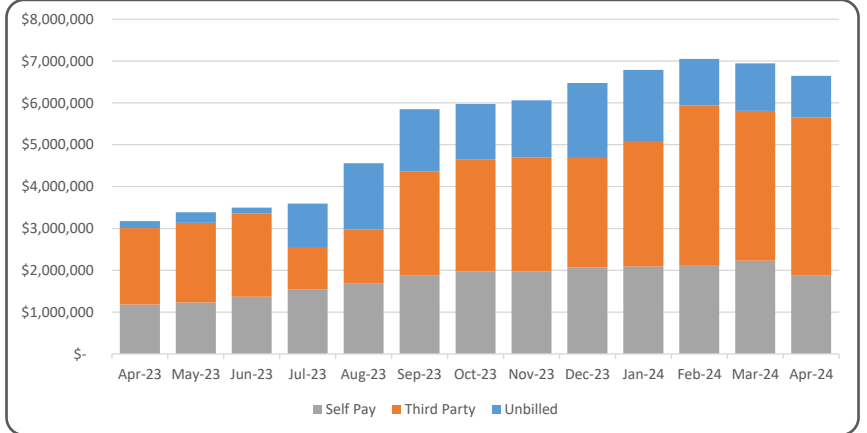
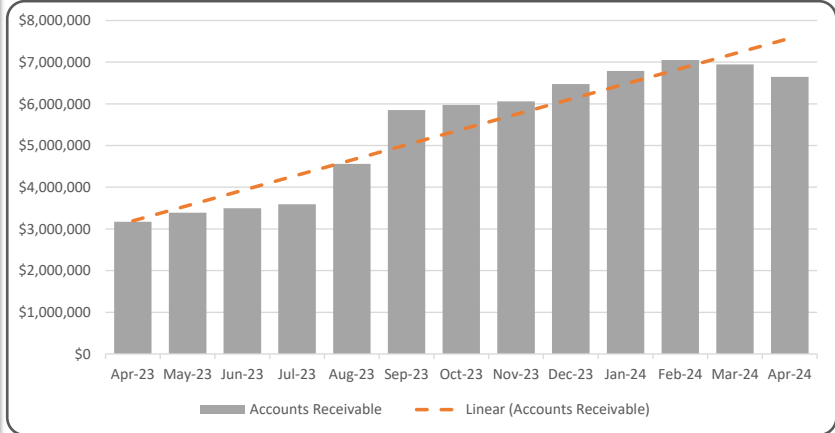
AR Days

PAYER	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
MEDICARE	10.9	10.6	12.9	10.4	16.6	22.5	22.9	20.8	20.0	20.6	19.2	18.5	14.8	17.0
MEDICAID	22.2	22.5	15.6	17.2	24.2	36.2	28.9	28.6	28.4	27.2	28.3	28.0	31.8	26.1
COMMERCIAL	3.4	5.3	5.7	5.1	6.5	10.8	11.2	10.6	12.1	13.1	12.7	14.5	16.4	9.8
WORK COMP	0.6	0.9	0.8	1.7	1.7	1.8	2.2	2.4	1.2	1.3	1.0	0.8	0.9	1.3
SELF PAY	22.0	22.5	22.5	25.8	28.5	33.5	32.1	30.2	29.0	27.6	26.3	29.2	25.3	27.3
<b>TOTAL DAYS</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>89.9</b>	<b>87.5</b>	<b>90.9</b>	<b>89.1</b>	<b>81.5</b>



AR Balance

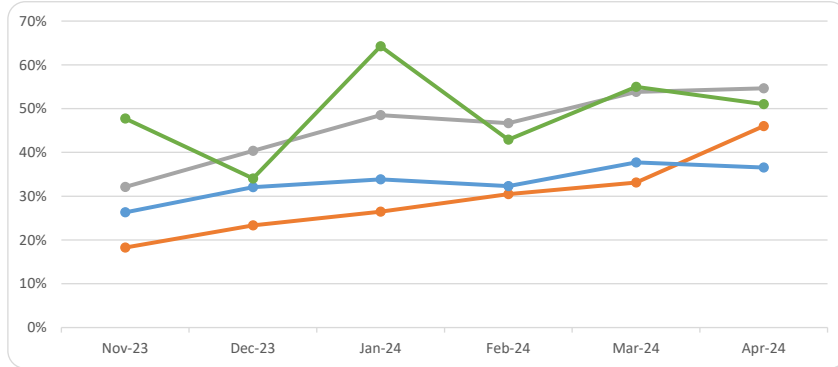
PAYER	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
MEDICARE	\$ 586,779	\$ 583,176	\$ 783,065	\$ 619,122	\$ 977,025	\$ 1,257,444	\$ 1,408,379	\$ 1,364,196	\$ 1,430,057	\$ 1,552,239	\$ 1,546,696	\$ 1,414,285	\$ 1,101,851	\$ 1,124,947
MEDICAID	\$ 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	\$ 2,139,446	\$ 2,370,804	\$ 1,720,243
COMMERCIAL	\$ 184,884	\$ 292,678	\$ 348,563	\$ 306,012	\$ 380,817	\$ 600,808	\$ 684,736	\$ 692,018	\$ 861,736	\$ 990,874	\$ 1,024,848	\$ 1,105,847	\$ 1,222,227	\$ 668,927
WORK COMP	\$ 31,871	\$ 48,923	\$ 50,878	\$ 102,360	\$ 97,414	\$ 101,908	\$ 133,125	\$ 155,295	\$ 87,612	\$ 100,345	\$ 76,676	\$ 58,713	\$ 66,783	\$ 85,531
SELF PAY	\$ 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	\$ 2,228,193	\$ 1,883,672	\$ 1,785,085
<b>TOTAL</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>\$ 6,787,249</b>	<b>\$ 7,052,380</b>	<b>\$ 6,946,485</b>	<b>\$ 6,645,338</b>	<b>\$ 5,384,734</b>



# ACCOUNTS RECEIVABLE AGING

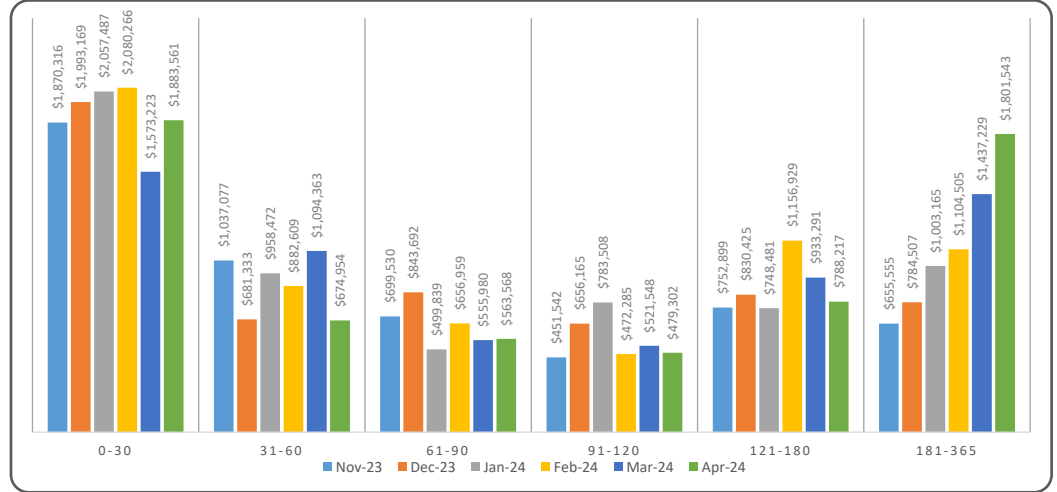
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
<b>MEDICARE</b>																
Non-Credit	226	\$ 450,521	48	\$ 135,007	31	\$ 69,283	28	\$ 132,347	36	\$ 160,013	73	\$ 231,041	14	\$ 34,779	456	\$ 1,212,992
Credit	2	\$ 33,538	0	\$ -	3	\$ (131,107)	1	\$ (157)	1	\$ (8,581)	3	\$ (52)	8	\$ (4,781)	18	\$ (111,141)
<b>TOTAL</b>	<b>228</b>	<b>\$ 484,059</b>	<b>48</b>	<b>\$ 135,007</b>	<b>34</b>	<b>\$ (61,824)</b>	<b>29</b>	<b>\$ 132,190</b>	<b>37</b>	<b>\$ 151,433</b>	<b>76</b>	<b>\$ 230,989</b>	<b>22</b>	<b>\$ 29,998</b>	<b>474</b>	<b>\$ 1,101,851</b>
<b>MEDICAID</b>																
Non-Credit	249	\$ 920,070	135	\$ 276,074	145	\$ 314,562	109	\$ 115,368	132	\$ 240,439	189	\$ 429,060	114	\$ 85,179	1073	\$ 2,380,753
Credit	0	\$ -	0	\$ -	0	\$ -	5	\$ (1,678)	4	\$ (814)	4	\$ (5,302)	16	\$ (2,155)	29	\$ (9,949)
<b>TOTAL</b>	<b>249</b>	<b>\$ 920,070</b>	<b>135</b>	<b>\$ 276,074</b>	<b>145</b>	<b>\$ 314,562</b>	<b>114</b>	<b>\$ 113,691</b>	<b>136</b>	<b>\$ 239,625</b>	<b>193</b>	<b>\$ 423,758</b>	<b>130</b>	<b>\$ 83,024</b>	<b>1102</b>	<b>\$ 2,370,804</b>
<b>COMMERCIAL</b>																
Non-Credit	146	\$ 291,665	100	\$ 169,913	82	\$ 158,085	63	\$ 139,304	107	\$ 178,316	263	\$ 385,287	90	\$ 43,406	851	\$ 1,365,976
Credit	0	\$ -	1	\$ (51)	3	\$ 1,184	1	\$ (1,950)	3	\$ (3,803)	10	\$ (2,477)	387	\$ (136,653)	405	\$ (143,750)
<b>TOTAL</b>	<b>146</b>	<b>\$ 291,665</b>	<b>101</b>	<b>\$ 169,862</b>	<b>85</b>	<b>\$ 159,269</b>	<b>64</b>	<b>\$ 137,354</b>	<b>110</b>	<b>\$ 174,513</b>	<b>273</b>	<b>\$ 382,810</b>	<b>477</b>	<b>\$ (93,247)</b>	<b>1256</b>	<b>\$ 1,222,227</b>
<b>WORK COMP</b>																
Non-Credit	11	\$ 24,558	3	\$ 7,424	1	\$ 2,519	2	\$ 5,220	2	\$ 9,654	9	\$ 12,865	22	\$ 8,164	50	\$ 70,404
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ (245)	16	\$ (3,376)	17	\$ (3,620)
<b>TOTAL</b>	<b>11</b>	<b>\$ 24,558</b>	<b>3</b>	<b>\$ 7,424</b>	<b>1</b>	<b>\$ 2,519</b>	<b>2</b>	<b>\$ 5,220</b>	<b>2</b>	<b>\$ 9,654</b>	<b>10</b>	<b>\$ 12,620</b>	<b>38</b>	<b>\$ 4,788</b>	<b>67</b>	<b>\$ 66,783</b>
<b>SELF PAY</b>																
Non-Credit	78	\$ 164,978	79	\$ 87,315	93	\$ 151,555	79	\$ 91,403	114	\$ 215,713	486	\$ 756,268	806	\$ 465,807	1735	\$ 1,933,039
Credit	6	\$ (1,769)	4	\$ (728)	4	\$ (2,513)	0	\$ (556)	5	\$ (2,721)	16	\$ (4,902)	308	\$ (36,178)	343	\$ (49,366)
<b>TOTAL</b>	<b>84</b>	<b>\$ 163,209</b>	<b>83</b>	<b>\$ 86,588</b>	<b>97</b>	<b>\$ 149,042</b>	<b>79</b>	<b>\$ 90,847</b>	<b>119</b>	<b>\$ 212,992</b>	<b>502</b>	<b>\$ 751,366</b>	<b>1114</b>	<b>\$ 429,629</b>	<b>2078</b>	<b>\$ 1,883,672</b>
<b>ACCOUNTS RECEIVABLE</b>																
Non-Credit	710	\$ 1,851,793	365	\$ 675,732	352	\$ 696,004	281	\$ 483,643	391	\$ 804,136	1020	\$ 1,814,520	1046	\$ 637,335	4165	\$ 6,963,163
Credit	8	\$ 31,769	5	\$ (779)	10	\$ (132,436)	7	\$ (4,340)	13	\$ (15,919)	34	\$ (12,977)	735	\$ (183,143)	812	\$ (317,826)
<b>GRAND TOTAL</b>	<b>718</b>	<b>\$ 1,883,561</b>	<b>370</b>	<b>\$ 674,954</b>	<b>362</b>	<b>\$ 563,568</b>	<b>288</b>	<b>\$ 479,302</b>	<b>404</b>	<b>\$ 788,217</b>	<b>1054</b>	<b>\$ 1,801,543</b>	<b>1781</b>	<b>\$ 454,192</b>	<b>4977</b>	<b>\$ 6,645,338</b>

## Aged Over 90 Days Trending (excluding Credits)



	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
Medicare	18.3%	23.3%	26.5%	30.5%	33.1%	46.0%
Medicaid	26.3%	32.1%	33.8%	32.3%	37.7%	36.5%
Commercial	32.1%	40.4%	48.5%	46.7%	53.8%	54.6%
Work Comp	47.7%	34.1%	64.2%	42.9%	55.0%	51.0%

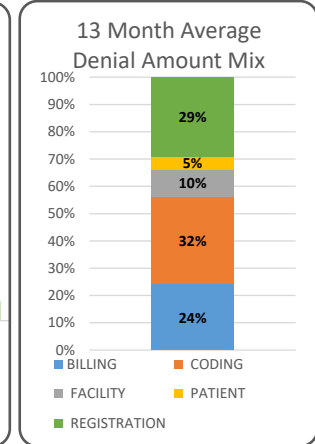
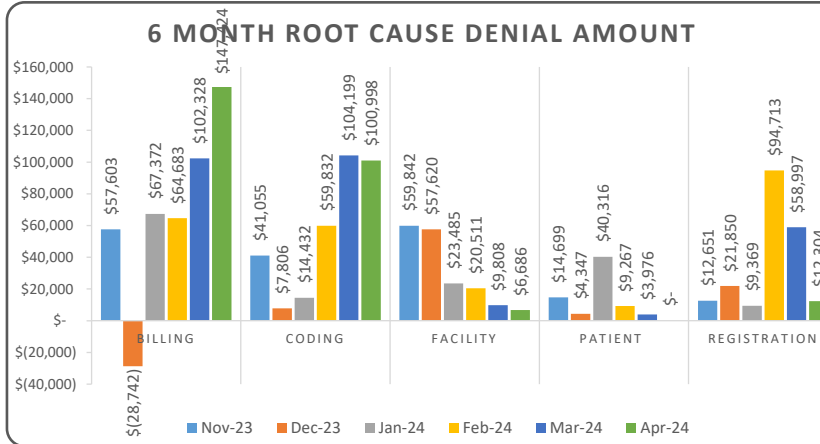
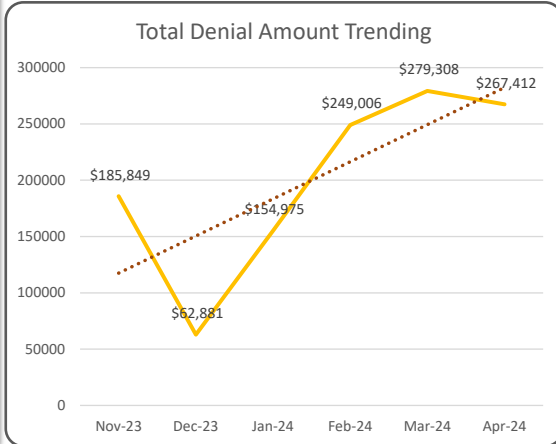
## 6 Month Aging



# DENIAL MANAGEMENT

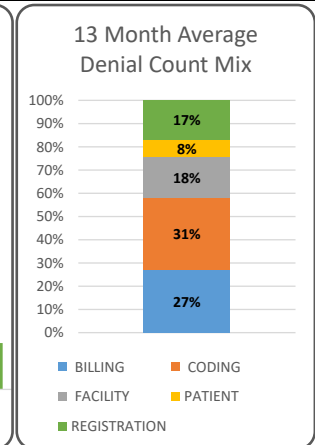
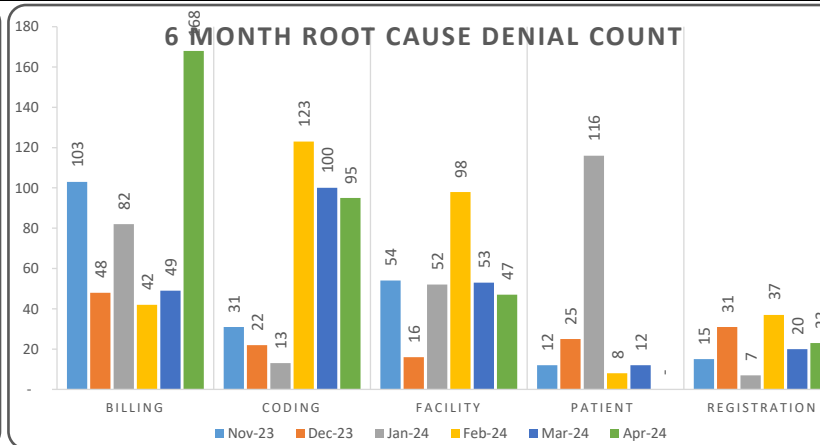
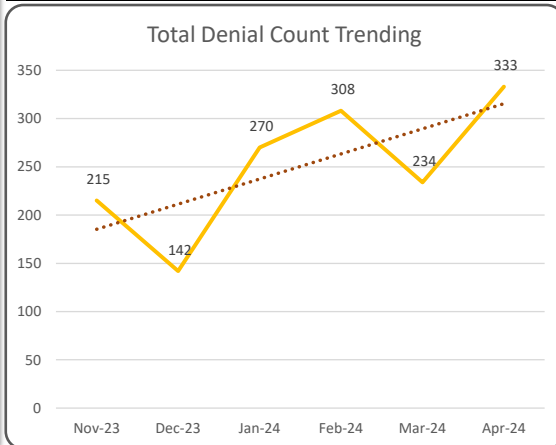
Denial Amount

AMOUNT	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>BILLING</b>	\$ 16,802	\$ 33,824	\$ 20,119	\$ 16,441	\$ 4,186	\$ 14,532	\$ 23,169	\$ 57,603	\$ (28,742)	\$ 67,372	\$ 64,683	\$ 102,328	\$ 147,424	\$ 41,519
<b>CODING</b>	\$ 24,264	\$ 39,181	\$ 20,027	\$ 28,731	\$ 69,786	\$ 82,600	\$ 125,103	\$ 41,055	\$ 7,806	\$ 14,432	\$ 59,832	\$ 104,199	\$ 100,998	\$ 55,232
<b>FACILITY</b>	\$ 7,016	\$ 18,338	\$ 5,061	\$ 8,170	\$ 2,617	\$ 3,773	\$ 599	\$ 59,842	\$ 57,620	\$ 23,485	\$ 20,511	\$ 9,808	\$ 6,686	\$ 17,194
<b>PATIENT</b>	\$ -	\$ -	\$ -	\$ 4,418	\$ 4,468	\$ 407	\$ 24,606	\$ 14,699	\$ 4,347	\$ 40,316	\$ 9,267	\$ 3,976	\$ -	\$ 8,193
<b>REGISTRATION</b>	\$ 44,238	\$ 48,458	\$ 59,497	\$ 32,719	\$ 24,061	\$ 58,303	\$ 171,363	\$ 12,651	\$ 21,850	\$ 9,369	\$ 94,713	\$ 58,997	\$ 12,304	\$ 49,886
<b>TOTAL</b>	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 249,006	\$ 279,308	\$ 267,412	\$ 172,024



Denial Count

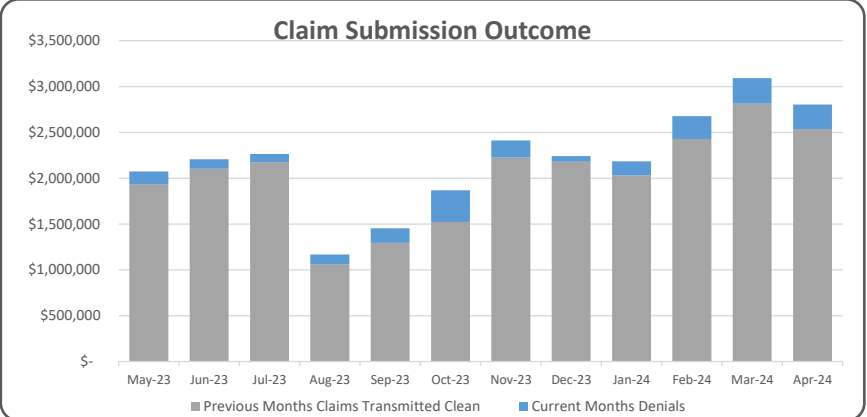
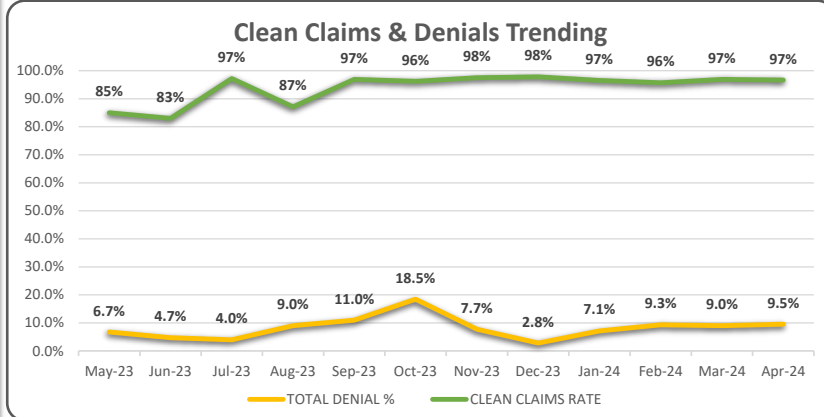
COUNT	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>BILLING</b>	22	14	25	17	23	21	69	103	48	82	42	49	168	53
<b>CODING</b>	64	40	61	58	39	53	73	31	22	13	123	100	95	59
<b>FACILITY</b>	27	29	14	28	15	6	1	54	16	52	98	53	47	34
<b>PATIENT</b>	-	-	-	2	4	1	10	12	25	116	8	12	-	15
<b>REGISTRATION</b>	44	54	43	34	30	27	57	15	31	7	37	20	23	32
<b>TOTAL</b>	157	137	143	139	111	108	210	215	142	270	308	234	333	193



# CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

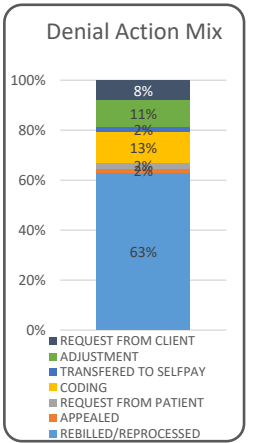
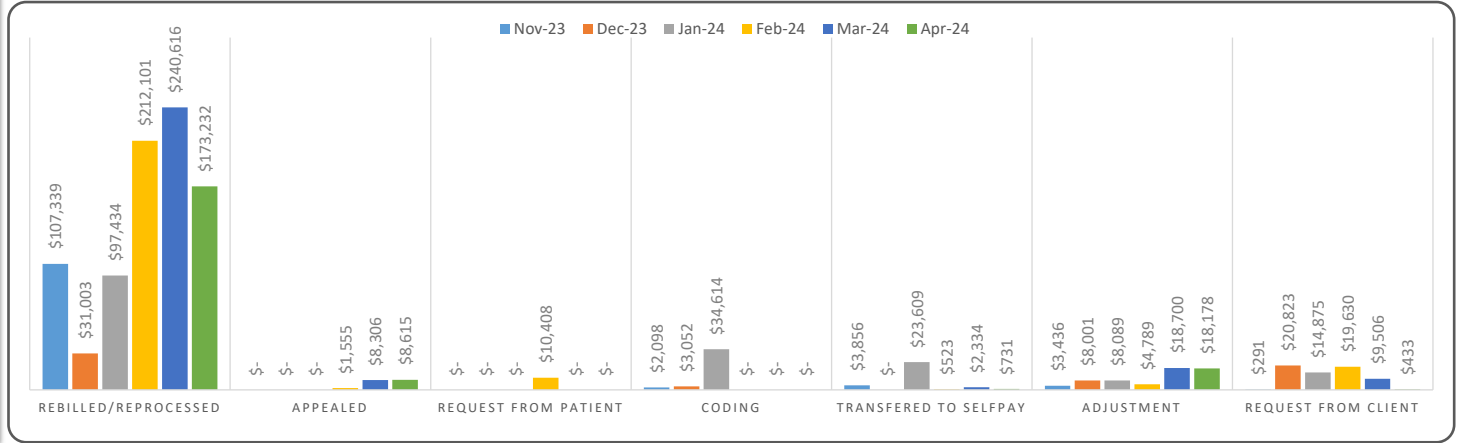
Denial & Clean Claim Trending

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>DENIAL AMOUNT</b>	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 154,975	\$ 249,006	\$ 279,308	\$ 267,412	\$ 172,024
<b>PREVIOUS MONTH'S TRANSMITTED CLAIMS</b>	\$ 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	\$ 3,091,516	\$ 2,803,341	\$ 2,187,136
<b>TOTAL DENIAL %</b>	4.6%	6.7%	4.7%	4.0%	9.0%	11.0%	18.5%	7.7%	2.8%	7.1%	9.3%	9.0%	9.5%	8.0%
<b>CLEAN CLAIMS RATE</b>	85%	85%	83%	97%	87%	97%	96%	98%	98%	97%	96%	97%	97%	93%



Action Taken on Denials

DENIAL ACTION	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>REBILLED/REPROCESSED</b>	\$ 49,608	\$ 73,330	\$ 48,104	\$ 35,311	\$ 8,771	\$ 21,181	\$ 240,169	\$ 107,339	\$ 31,003	\$ 97,434	\$ 212,101	\$ 240,616	\$ 173,232	\$ 102,938
<b>APPEALED</b>	\$ 11,305	\$ 3,102	\$ 133	\$ 4,051	\$ 21	\$ 1,355	\$ -	\$ -	\$ -	\$ -	\$ 1,555	\$ 8,306	\$ 8,615	\$ 2,957
<b>REQUEST FROM PATIENT</b>	\$ 1,180	\$ 3,499	\$ 10,114	\$ 13,047	\$ 5,235	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 10,408	\$ -	\$ -	\$ 3,345
<b>CODING</b>	\$ 2,394	\$ 438	\$ 4,991	\$ 7,358	\$ 67,848	\$ 75,684	\$ 70,743	\$ 2,098	\$ 3,052	\$ 34,614	\$ -	\$ -	\$ -	\$ 20,709
<b>TRANSFERRED TO SELFPAY</b>	\$ 682	\$ 1,244	\$ 2,329	\$ 555	\$ 561	\$ -	\$ 3,542	\$ 3,856	\$ -	\$ 23,609	\$ 523	\$ 2,334	\$ 731	\$ 3,074
<b>ADJUSTMENT</b>	\$ 21,417	\$ 40,951	\$ 36,597	\$ 25,659	\$ 6,499	\$ 7,028	\$ 30,387	\$ 3,436	\$ 8,001	\$ 8,089	\$ 4,789	\$ 18,700	\$ 18,178	\$ 17,672
<b>REQUEST FROM CLIENT</b>	\$ 5,734	\$ 17,237	\$ 2,435	\$ 4,499	\$ 16,182	\$ 54,368	\$ -	\$ 291	\$ 20,823	\$ 14,875	\$ 19,630	\$ 9,506	\$ 433	\$ 12,770
<b>TOTAL</b>	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,116	\$ 159,615	\$ 344,842	\$ 117,020	\$ 62,880	\$ 178,621	\$ 249,006	\$ 279,461	\$ 201,189	\$ 163,466

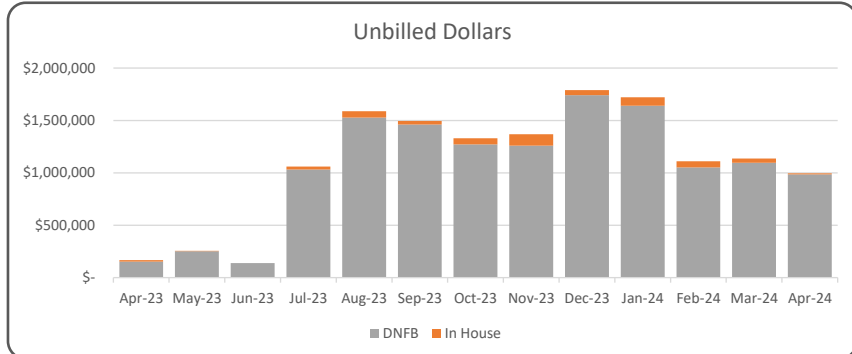
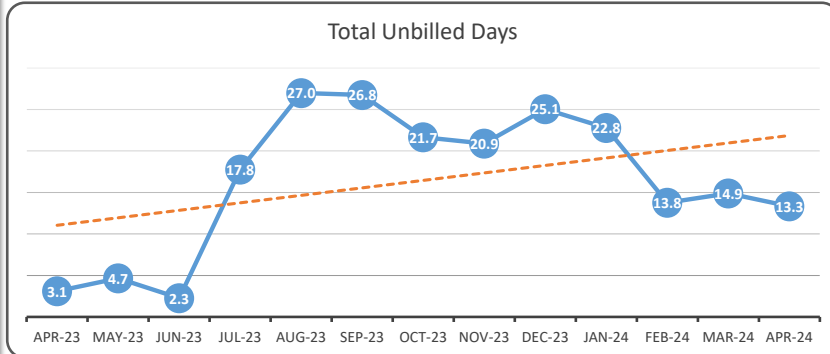




# UNBILLED & INVENTORY

Unbilled

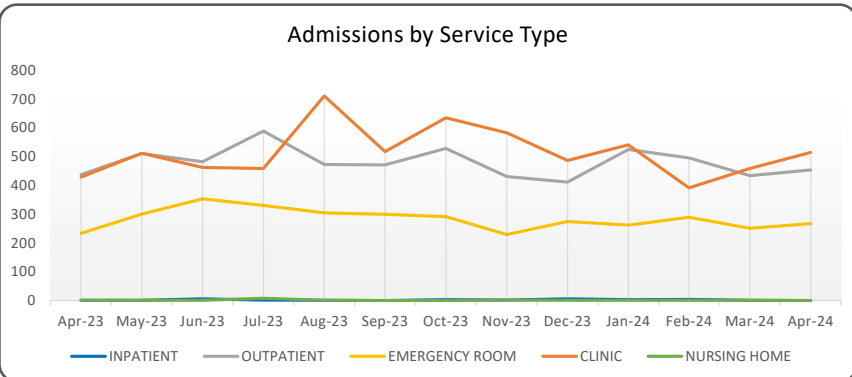
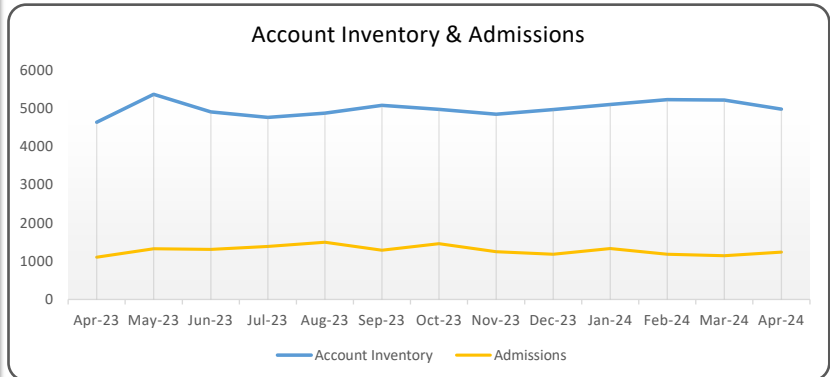
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>In House</b>	\$ 13,120	\$ 2,240	\$ -	\$ 27,926	\$ 59,290	\$ 34,128	\$ 58,121	\$ 108,806	\$ 49,158	\$ 81,326	\$ 57,589	\$ 40,091	\$ 9,467	\$ 41,636
<b>DNFB</b>	\$ 153,558	\$ 252,579	\$ 137,865	\$ 1,032,055	\$ 1,528,438	\$ 1,460,193	\$ 1,272,278	\$ 1,259,714	\$ 1,740,429	\$ 1,639,771	\$ 1,052,041	\$ 1,097,004	\$ 986,005	\$ 1,047,072
<b>Total Unbilled</b>	\$ 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	\$ 1,137,095	\$ 995,472	\$ 1,088,707
<b>Unbilled Days</b>	3.1	4.7	2.3	17.8	27.0	26.8	21.7	20.9	25.1	22.8	13.8	14.9	13.3	16.5



Admissions & Account Inventory

ADMISSIONS	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>INPATIENT</b>	1	1	6	2	1	0	3	2	6	3	4	1	0	2
<b>SWINGBED</b>	4	0	4	2	7	1	4	1	5	2	2	1	1	3
<b>OUTPATIENT</b>	437	510	482	588	472	471	528	430	411	524	495	433	453	480
<b>EMERGENCY ROOM</b>	233	300	353	330	304	299	291	229	274	262	289	251	267	283
<b>CLINIC</b>	428	511	462	458	710	517	634	582	486	540	391	458	514	515
<b>NURSING HOME</b>	1	1	1	8	1	0	0	2	1	1	1	1	0	1
<b>TOTAL</b>	1,104	1,323	1,308	1,388	1,495	1,288	1,460	1,246	1,183	1,332	1,182	1,145	1,235	1284

ACCOUNT INVENTORY	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	13 Month Average
<b>MEDICARE</b>	494	547	485	387	519	598	579	556	633	583	601	453	474	531
<b>MEDICAID</b>	855	794	748	682	688	762	732	759	756	874	940	990	1,102	822
<b>COMMERCIAL</b>	903	914	997	862	838	887	897	942	997	1,052	1,131	1,173	1,256	988
<b>WORK COMP</b>	77	87	89	75	59	57	55	61	56	58	54	58	67	66
<b>SELF PAY</b>	2,303	2,461	2,584	2,752	2,767	2,772	2,708	2,527	2,524	2,528	2,500	2,537	2,078	2542
<b>TOTAL</b>	4632	5363	4903	4758	4871	5076	4971	4845	4966	5095	5226	5211	4977	4992



# SoHum Health Executive Dashboard

	TARGET	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24
<b>Days in AR</b>	<b>45.0</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>89.9</b>	<b>87.5</b>	<b>90.9</b>	<b>89.1</b>
Gross AR		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	6,946,485	6,645,338
Gross Revenue		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	2,021,182	2,266,954
Cash Collections		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	1,095,888	1,213,098
Adjustments		906,039	896,471	284,186	481,416	395,270	1,210,884	959,630	810,676	1,075,435	726,145	1,068,946	1,356,717
Collection %		45.5%	51.7%	81.9%	52.1%	57.5%	48.3%	50.0%	60.0%	51.4%	65.7%	50.6%	47.2%
Late Charges	<b>1%</b>	0.0%	0.2%	2.2%	0.3%	0.7%	0.8%	0.2%	0.6%	0.3%	0.3%	-0.4%	-0.8%
Bad Debt	<b>3%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	2.2%	0.0%	21.1%
Charity Care	<b>3%</b>	1.2%	0.5%	0.7%	0.2%	0.1%	0.2%	0.0%	0.0%	2.3%	0.4%	0.5%	0.4%
Third Party Aged over 90	<b>13%</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>	<b>35.1%</b>	<b>35.0%</b>	<b>40.5%</b>	<b>43.9%</b>
Self Pay Aged 180 (from assignment)	<b>25%</b>	52.9%	52.4%	48.9%	51.6%	48.7%	49.0%	54.6%	58.4%	52.1%	48.6%	45.4%	26.2%

