



## Finance Committee

**Date:** Friday, September 20, 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)<br><br>See public comment instructions below. |
| 10:05 a.m.   |             | C. Announcements  |
| 10:10 a.m.   |             | D. Previous Meeting Minutes - None  |
|              |             | E. Discussion and Review  |
| 10:15 a.m.   |             | 1. Financials – Paul Eves   |
| 10:30 a.m.   |             | 2. August 2024 Patient Financial Services and HRG Reports – Marie Brown                     |
|              |             | F. Discussion Items to Report to the Board  |
|              |             | G. Next Meeting: October 25, 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: Wednesday, September 17, 2024*

## Southern Humboldt Community Healthcare District

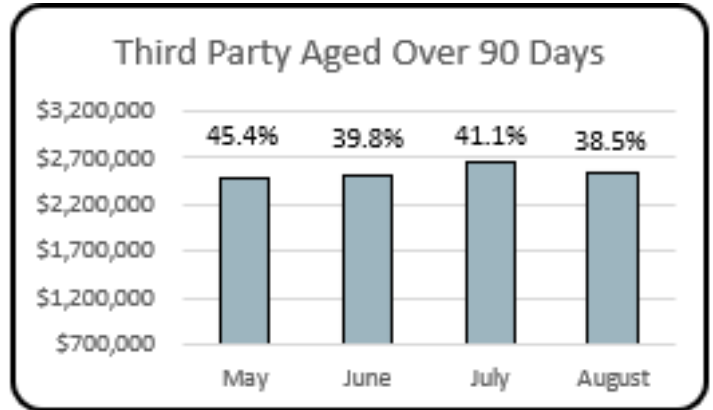
August 2024 – Centriq & Epic Combined



# SoHum Health

### Key Items

- ➔ Cash totaled \$1.3M, 87% of net revenue
- ➔ AR decreased to 90.4 days
- ➔ Third Party aging decreased \$112K, to 38.5%
- ➔ Unbilled AR decreased .4 days, ending at 14.1 days



### Detailed Initiatives & Obstacles

- **Overall AR:** The figures calculated continue to include both the legacy system (Centriq) and Epic figures combined. July closed with \$8.2M in gross AR or 90.4 days. Revenue was \$72K lower than what was reported in July, ending at \$2.8M. Third Party AR saw a decrease of 1.6 days ending at 57.3 days. Unbilled AR decreased by .4 days ending at 14.1 AR days. Cash collections came in roughly \$196K lower than in July, ending at \$1.3M or 87% of net revenue.
- **Self Pay:** Self Pay AR decreased by 1.9 days from July, ending at 19 AR days. Self Pay collections remain steady at \$51K from July to August, and up \$16K from the 13-month average. In August we sent \$258K to bad debt between Centriq and Epic. There are \$22K in Centriq payment plans through December 2024. We have had several issues with the S6 letters required by the state of CA and have worked quickly with our data control department to minimize the impact on aged AR. This has an effect on the numbers for weekly reporting, however, it was resolved before the closing of the month. We added an FTE in August and anticipate adding an FTE in September to bring self-pay current as quickly as possible.
- **Third-Party Aging:** August closed with \$2.5M in third-party balances aged over 90 days, totaling 38.5%. Due to SoHum's EHR conversion, we continue the wind-down phase of Centriq, cleaning up outstanding and aged balances. We are submitting an action plan in September to reduce Centriq as quickly as possible, inclusive of additional staff with the sole responsibility of working through the Centriq AR to get it resolved as quickly as possible. Medicare ended at \$315K aged over 90 days or 19.4%. The Medicare Centriq AR has now been completed (both credit and non-credit). We have a new hire that started August 19th and has started taking over Medicare and Medicare Advantage to allow Sydni to focus on other areas. Medicaid increased by \$106K, or 39.9%. Commercial decreased by \$257K decreasing its overall percentage to 59.3%, and Work Comp decreased by roughly \$3K down to 22.6%. In September we will add additional resources and shift staff to clean up aging while other staff focus on preventing newer accounts from aging.
- **Anthem Issue:** We saw just under \$150K in payments received towards the end of August from Anthem on old outstanding accounts. With those payments posted, there is still \$259K, or 2.8 days in accounts pending repayment due to an incorrect pay-to address. We were working with Anthem on repayments and are no longer receiving responses. This has been escalated to the SoHum team as it is impacting 2.8 days in AR. Per the last response from Anthem, they are compiling a list of accounts they found unpaid via their sweep that still have not paid or have been denied as duplicates in error. We are still pending receipt of this list as of September.
- **Denials:** We saw a 2% or a \$39K increase in denials from July to August. We saw a \$31K increase in duplicate denials, the majority due to denials on claims where Medicare paid and crossed it over to Blue Cross electronically. We are looking into how to prevent these. Additionally, we saw a \$90K increase in denials for missing claim information, and is due to LTC claims denied in error by Partnership Health Plan. We have called PHP and they are not sure why these claims have been denied and have sent them over for additional review.



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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# August 2024

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# FINANCE DASHBOARD

|  | Target            | March-24    | April-24    | May-24       | June-24     | July-24     | August-24   |
|--|-------------------|-------------|-------------|--------------|-------------|-------------|-------------|
| <b>REVENUE</b>                         |                   |             |             |              |             |             |             |
| Net Revenue                            |                   | \$1,015,411 | \$1,139,524 | \$1,278,227  | \$1,290,770 | \$1,504,916 | \$1,298,987 |
| Gross Revenue                          |                   | \$2,021,182 | \$2,266,954 | \$2,406,584  | \$2,673,513 | \$2,891,588 | \$2,819,829 |
| <b>CASH</b>                            |                   |             |             |              |             |             |             |
| Cash Collections as a % of Net Revenue | 100%              | 81%         | 119%        | 90%          | 84%         | 117%        | 87%         |
| Cash Collections                       |                   | \$1,095,888 | \$1,213,098 | \$1,023,598  | \$1,069,835 | \$1,507,305 | \$1,311,104 |
| <b>ACCOUNTS RECEIVABLE</b>             |                   |             |             |              |             |             |             |
| Net AR                                 |                   | \$3,348,215 | \$2,912,953 | \$3,470,980  | \$3,112,865 | \$3,847,902 | \$3,338,317 |
| Gross AR                               |                   | \$6,946,485 | \$6,645,338 | \$7,288,529  | \$7,701,902 | \$8,162,895 | \$8,242,240 |
| Unbilled                               | 3                 | 14.9        | 13.3        | 17.1         | 15.9        | 14.5        | 14.1        |
| Third Party                            | 26                | 46.9        | 50.5        | 56.6         | 58.6        | 58.9        | 57.3        |
| Self Pay                               | 16                | 29.2        | 25.3        | 26.5         | 20.9        | 20.9        | 19.0        |
| <b>Total Days in AR</b>                | <b>45</b>         | <b>90.9</b> | <b>89.1</b> | <b>100.2</b> | <b>95.4</b> | <b>94.2</b> | <b>90.4</b> |
| Days in AR - Credit Balances           | < 1               | 1.96        | 4.26        | 2.39         | 4.39        | 1.47        | 1.40        |
| <b>UNBILLED</b>                        |                   |             |             |              |             |             |             |
| In-house                               | < 2 Days          | 0.5         | 0.1         | 1.7          | 0.5         | 0.9         | 1.1         |
| DNFB                                   | < 1 Day           | 14.4        | 13.2        | 15.4         | 15.4        | 13.5        | 13.0        |
| <b>Total Unbilled</b>                  | <b>&lt;3 Days</b> | <b>14.9</b> | <b>13.3</b> | <b>17.1</b>  | <b>15.9</b> | <b>14.5</b> | <b>14.1</b> |

|   | Target      | March-24                  | April-24                  | May-24                    | June-24                   | July-24                   | August-24                 |
|---|-------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| <b>AGING (excluding credits)</b>            |             |                           |                           |                           |                           |                           |                           |
| Medicare Aging > 90 Days                    | 11%         | 33.1% \$ 473,118          | 46.0% \$ 558,181          | 36.2% \$ 484,097          | 28.6% \$ 428,379          | 19.8% \$ 291,597          | 19.4% \$ 314,714          |
| Medicaid Aging > 90 Days                    | 12%         | 37.7% \$ 811,695          | 36.5% \$ 870,046          | 43.2% \$ 1,123,429        | 36.9% \$ 1,157,335        | 39.9% \$ 1,263,581        | 39.9% \$ 1,388,812        |
| Commercial Aging > 90 Days                  | 20%         | 53.8% \$ 634,113          | 54.6% \$ 746,313          | 58.2% \$ 850,621          | 55.9% \$ 905,168          | 63.5% \$ 1,059,664        | 59.3% \$ 802,478          |
| Work Comp Aging > 90 Days                   | 35%         | 55.0% \$ 34,266           | 51.0% \$ 35,903           | 37.4% \$ 32,713           | 37.9% \$ 32,275           | 26.0% \$ 35,213           | 22.6% \$ 32,095           |
| <b>Total Third Party Aging &gt; 90 Days</b> | <b>13%</b>  | <b>40.5%</b> \$ 1,953,191 | <b>43.9%</b> \$ 2,210,443 | <b>45.4%</b> \$ 2,490,860 | <b>39.8%</b> \$ 2,523,157 | <b>41.1%</b> \$ 2,650,054 | <b>38.5%</b> \$ 2,538,100 |
| <b>CLAIM SUBMISSION EFFICIENCY</b>          |             |                           |                           |                           |                           |                           |                           |
| Claims Submission                           |             | 1,538   \$ 2,803,341      | 1,763   \$ 2,760,024      | 1,533   \$ 2,578,338      | 1,997   \$ 3,466,200      | 2,008   \$ 3,317,829      | 1,836   \$ 2,996,389      |
| Clean Claims                                | 85%         | 97%                       | 97%                       | 99%                       | 99%                       | 98%                       | 97%                       |
| Denial Percent                              | 5%          | 9%                        | 10%                       | 8%                        | 6%                        | 5%                        | 7%                        |
| Total Denial Rate                           | Count   Amt | 234   \$ 279,308          | 333   \$ 267,412          | 354   \$ 231,110          | 224   \$ 149,538          | 286   \$ 186,322          | 217   \$ 226,014          |
| Late Charges                                | Count   Amt | 52   \$ (8,444)           | 81   \$ (18,541)          | 43   \$ (46,904)          | 304   \$ 78,745           | 222   \$ 36,879           | 52   \$ 11,452            |
| Communication Log Backlog                   |             | 34   \$ 49,032            | 36   \$ 56,297            | 8   \$ 7,792              | 4   \$ 4,864              | 4   \$ 4,864              | 0   \$ -                  |

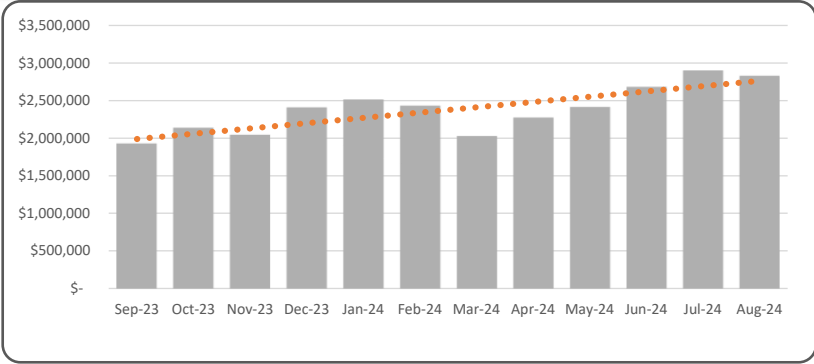
|                                      | Target       | March-24             | April-24             | May-24               | June-24              | July-24              | August-24            |
|--------------------------------------|--------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <b>INVENTORY &amp; QUALITY</b>       |              |                      |                      |                      |                      |                      |                      |
| Total Inventory                      |              | 2,537   \$ 2,228,193 | 2,078   \$ 1,883,672 | 2,146   \$ 1,926,672 | 1,776   \$ 1,684,185 | 1,800   \$ 1,809,858 | 1,775   \$ 1,729,839 |
| New                                  |              | 963   \$ 1,815,659   | 220   \$ 1,941,622   | 169   \$ 188,493     | 2   \$ 8,577         | 209   \$ 173,983     | 316   \$ 257,152     |
| Resolved                             |              | 381   \$ 194,535     | 184   \$ 38,323      | 683   \$ 504,255     | 275   \$ 54,340      | 441   \$ 124,377     | 373   \$ 85,514      |
| Aged >180 days from Discharge        | < 25%        | 68.4%   \$ 1,524,349 | 64.9%   \$ 1,222,075 | 64.8%   \$ 1,248,530 | 64.2%   \$ 1,081,907 | 62.4%   \$ 1,128,634 | 54.0%   \$ 934,153   |
| Total Payment Plans over 120 days    |              | \$19,950             | \$18,943             | \$18,173             | \$14,980             | \$14,227             | \$33,413             |
| Average Speed to Answer              | < 60 seconds | 10                   | 30                   | 34                   | 23                   | 11                   | 48                   |
| <b>STATEMENTS &amp; LETTERS</b>      |              |                      |                      |                      |                      |                      |                      |
| Statements & Letters                 |              | 250                  | 115                  | 101                  | 176                  | 71                   | 12                   |
| Charity Care Applications In Process |              | 80   \$ 30,398       | 0   \$ -             | 14   \$ 2,757        | 1   \$ 340           | 4   \$ 2,188         | 8   \$ 8,407         |
| Inbound and Outbound Calls           | In   Out     | 140   190            | 128   216            | 169   672            | 166   276            | 203   789            | 272   487            |
| <b>WRITE OFFS</b>                    |              |                      |                      |                      |                      |                      |                      |
| Bad Debt as a % of Gross Revenue     | < 2%         | 0.0%   \$ -          | 21.1%   \$ 479,228   | 0.0%   \$ -          | 9.3%   \$ 248,562    | 0.4%   \$ 12,294     | 9.2%   \$ 258,781    |
| Charity as a % of Gross Revenue      | < 2%         | 0.5%   \$ 9,508      | 0.4%   \$ 10,166     | 0.0%   \$ -          | 0.4%   \$ 10,046     | 0.0%   \$ -          | 0.1%   \$ 1,995      |

Total statements are for Centriq only and pulled from our proprietary database. Will update and add Epic statements once report is verified.  
 New inventory for March and April dollats are high due to mports to our proprietary database - we are no longer using proprietary database for self pay.

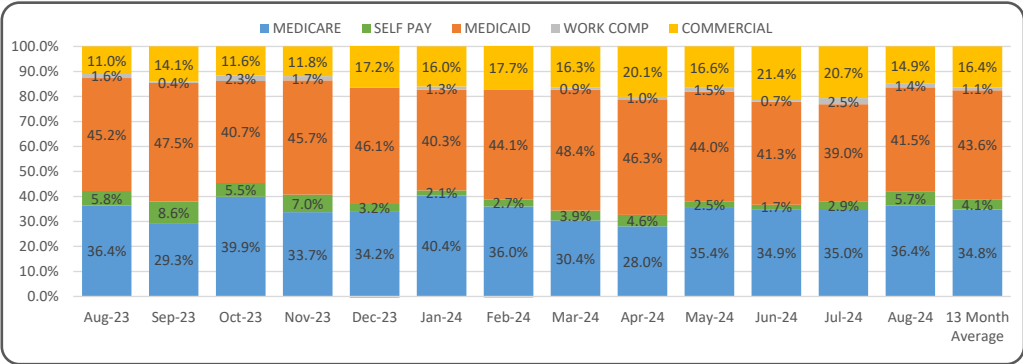
# GROSS REVENUE

| PAYER                        | Aug-23              | Sep-23              | Oct-23              | Nov-23              | Dec-23              | Jan-24              | Feb-24              | Mar-24              | Apr-24              | May-24              | Jun-24              | Jul-24              | Aug-24              | 13 Month Average    |
|------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| MEDICARE                     | \$ 648,555          | \$ 563,819          | \$ 849,853          | \$ 686,408          | \$ 820,695          | \$ 1,011,885        | \$ 873,176          | \$ 615,389          | \$ 635,762          | \$ 852,190          | \$ 933,285          | \$ 1,010,801        | \$ 1,026,368        | \$ 809,861          |
| MEDICAID                     | \$ 805,092          | \$ 913,825          | \$ 867,885          | \$ 930,946          | \$ 1,108,246        | \$ 1,008,861        | \$ 1,067,416        | \$ 978,875          | \$ 1,048,651        | \$ 1,059,248        | \$ 1,103,495        | \$ 1,128,400        | \$ 1,171,488        | \$ 1,014,802        |
| COMMERCIAL                   | \$ 196,363          | \$ 271,079          | \$ 247,190          | \$ 241,360          | \$ 413,697          | \$ 402,037          | \$ 429,688          | \$ 329,806          | \$ 456,749          | \$ 398,468          | \$ 572,709          | \$ 597,354          | \$ 420,987          | \$ 382,884          |
| WORK COMP                    | \$ 28,402           | \$ 8,619            | \$ 48,010           | \$ 35,245           | \$ (17,130)         | \$ 32,033           | \$ (12,352)         | \$ 18,728           | \$ 22,422           | \$ 37,168           | \$ 17,509           | \$ 71,038           | \$ 39,727           | \$ 25,340           |
| SELF PAY                     | \$ 102,746          | \$ 164,957          | \$ 117,250          | \$ 143,534          | \$ 76,560           | \$ 51,516           | \$ 65,067           | \$ 78,384           | \$ 103,370          | \$ 59,510           | \$ 46,514           | \$ 83,996           | \$ 161,258          | \$ 96,512           |
| <b>TOTAL</b>                 | <b>\$ 1,781,158</b> | <b>\$ 1,922,299</b> | <b>\$ 2,130,187</b> | <b>\$ 2,037,494</b> | <b>\$ 2,402,068</b> | <b>\$ 2,506,331</b> | <b>\$ 2,422,995</b> | <b>\$ 2,021,182</b> | <b>\$ 2,266,954</b> | <b>\$ 2,406,584</b> | <b>\$ 2,673,513</b> | <b>\$ 2,891,588</b> | <b>\$ 2,819,829</b> | <b>\$ 2,329,399</b> |
| <b>AVERAGE DAILY REVENUE</b> | <b>\$ 58,817</b>    | <b>\$ 55,829</b>    | <b>\$ 61,407</b>    | <b>\$ 65,484</b>    | <b>\$ 71,410</b>    | <b>\$ 75,499</b>    | <b>\$ 80,565</b>    | <b>\$ 76,379</b>    | <b>\$ 74,568</b>    | <b>\$ 72,769</b>    | <b>\$ 80,737</b>    | <b>\$ 86,649</b>    | <b>\$ 91,141</b>    | <b>\$ 73,173</b>    |

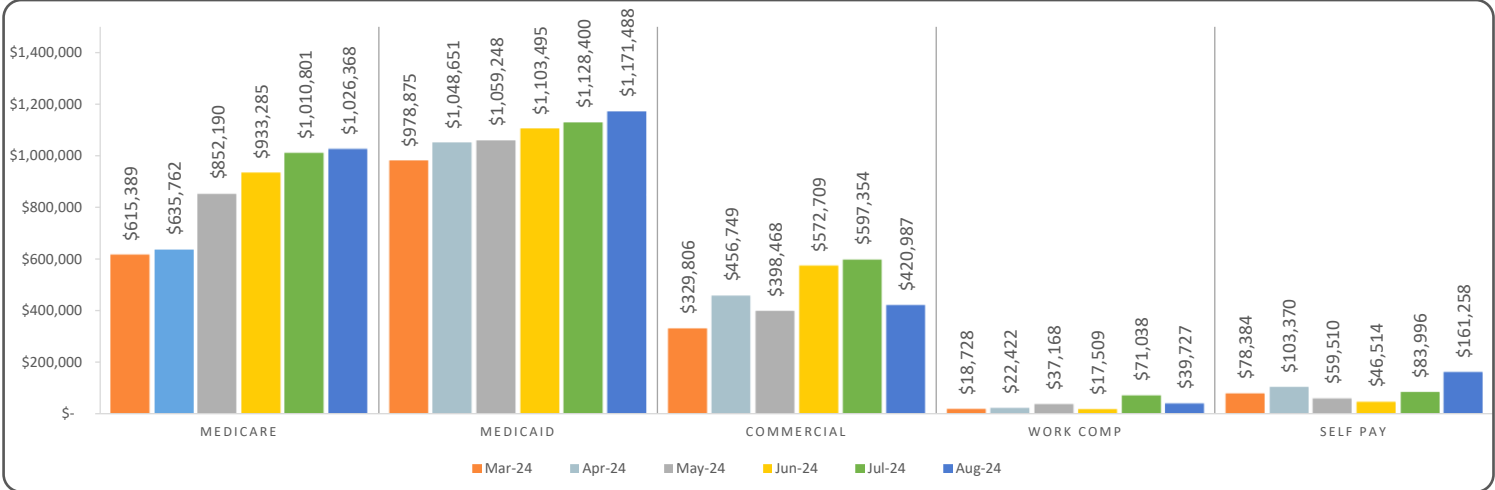
## Gross Revenue



## Payer Mix



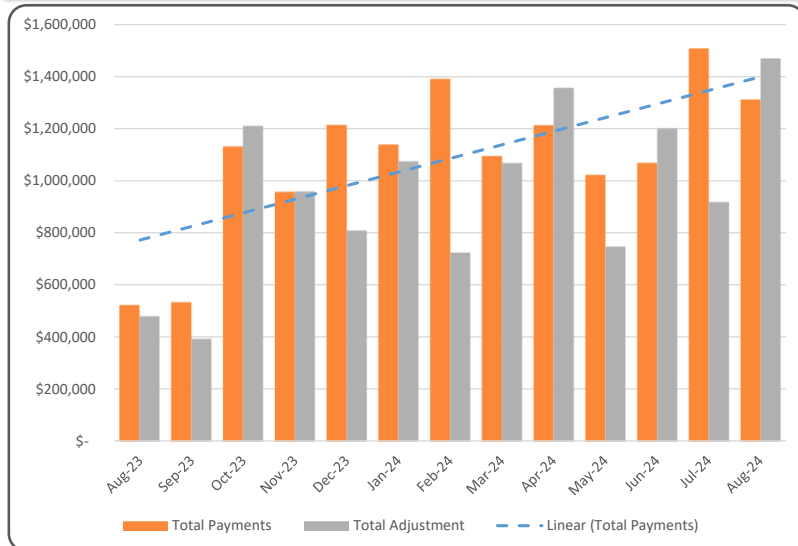
## Revenue Trending By Payer



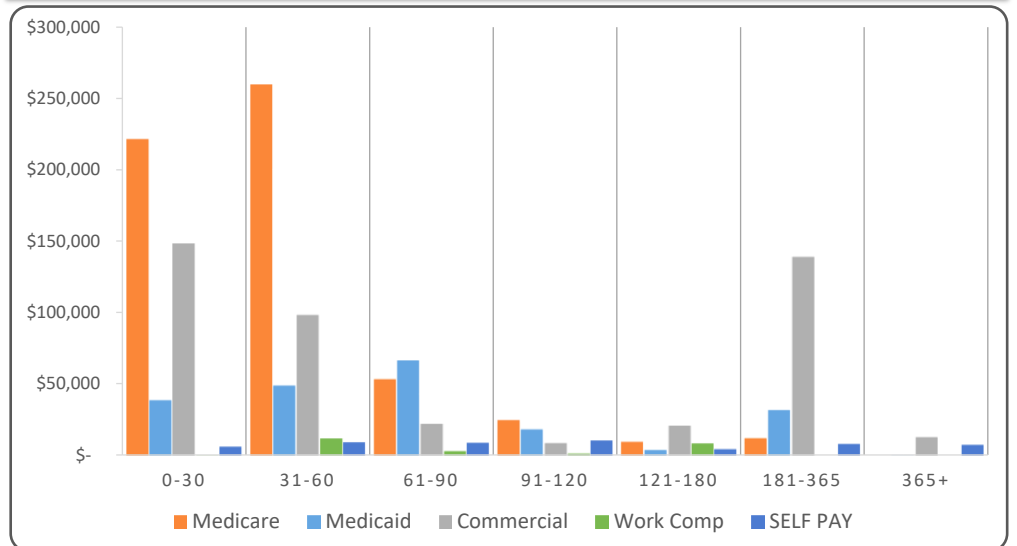
# CASH DETAIL

| PAYER                | Aug-23     | Sep-23     | Oct-23       | Nov-23     | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24       | May-24       | Jun-24       | Jul-24       | Aug-24       | 13 Month Average |
|----------------------|------------|------------|--------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| <b>MEDICARE</b>      |            |            |              |            |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 273,732 | \$ 303,327 | \$ 572,057   | \$ 539,621 | \$ 656,043   | \$ 661,118   | \$ 918,553   | \$ 534,506   | \$ 693,621   | \$ 604,561   | \$ 616,646   | \$ 735,187   | \$ 580,619   | \$ 591,507       |
| Adjustments          | \$ 14,075  | \$ 40,065  | \$ 133,024   | \$ 129,515 | \$ 2,826     | \$ 137,240   | \$ (178,481) | \$ 75,696    | \$ 137,172   | \$ (91,180)  | \$ 291,465   | \$ (101,465) | \$ 197,964   | \$ 60,609        |
| Collection %         | 95%        | 88%        | 81%          | 81%        | 100%         | 83%          | 124%         | 88%          | 83%          | 118%         | 68%          | 116%         | 75%          | 92%              |
| <b>MEDICAID</b>      |            |            |              |            |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 90,923  | \$ 92,296  | \$ 313,889   | \$ 229,010 | \$ 310,938   | \$ 242,089   | \$ 202,951   | \$ 308,231   | \$ 239,691   | \$ 164,030   | \$ 97,940    | \$ 262,500   | \$ 206,411   | \$ 212,377       |
| Adjustments          | \$ 399,800 | \$ 295,314 | \$ 971,132   | \$ 641,672 | \$ 700,680   | \$ 799,319   | \$ 712,729   | \$ 868,417   | \$ 639,713   | \$ 701,030   | \$ 503,340   | \$ 816,511   | \$ 800,470   | \$ 680,779       |
| Collection %         | 19%        | 24%        | 24%          | 26%        | 31%          | 23%          | 22%          | 26%          | 27%          | 19%          | 16%          | 24%          | 21%          | 23%              |
| <b>COMMERCIAL</b>    |            |            |              |            |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 101,592 | \$ 116,675 | \$ 186,852   | \$ 134,200 | \$ 193,457   | \$ 184,950   | \$ 235,389   | \$ 189,706   | \$ 235,808   | \$ 216,262   | \$ 305,316   | \$ 440,497   | \$ 449,082   | \$ 229,984       |
| Adjustments          | \$ 46,336  | \$ 49,900  | \$ 73,180    | \$ 59,182  | \$ 74,621    | \$ 67,238    | \$ 112,836   | \$ 92,883    | \$ 76,097    | \$ 116,244   | \$ 116,014   | \$ 169,693   | \$ 174,513   | \$ 94,518        |
| Collection %         | 69%        | 70%        | 72%          | 69%        | 72%          | 73%          | 68%          | 67%          | 76%          | 65%          | 72%          | 72%          | 72%          | 71%              |
| <b>WORK COMP</b>     |            |            |              |            |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 34,920  | \$ 2,990   | \$ 18,118    | \$ 7,910   | \$ 30,109    | \$ 13,561    | \$ 4,542     | \$ 31,805    | \$ 10,514    | \$ 12,100    | \$ 17,155    | \$ 17,492    | \$ 23,885    | \$ 17,315        |
| Adjustments          | \$ 7,277   | \$ 2,489   | \$ 4,838     | \$ 739     | \$ 24,588    | \$ 5,401     | \$ 2,553     | \$ 8,362     | \$ 5,425     | \$ 8,259     | \$ 3,256     | \$ 3,666     | \$ 6,483     | \$ 6,410         |
| Collection %         | 83%        | 55%        | 79%          | 91%        | 55%          | 72%          | 64%          | 79%          | 66%          | 59%          | 84%          | 83%          | 79%          | 73%              |
| <b>SELF PAY</b>      |            |            |              |            |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 22,724  | \$ 20,294  | \$ 40,894    | \$ 47,308  | \$ 24,138    | \$ 37,492    | \$ 29,727    | \$ 31,640    | \$ 33,463    | \$ 26,645    | \$ 32,275    | \$ 51,271    | \$ 51,107    | \$ 34,537        |
| Bad Debt Recoveries  | \$ -       | \$ -       | \$ -         | \$ -       | \$ -         | \$ -         | \$ -         | \$ -         | \$ -         | \$ -         | \$ 503       | \$ 357       | \$ -         | \$ 66            |
| Adjustments          | \$ 9,683   | \$ 5,797   | \$ 23,642    | \$ 19,912  | \$ 7,961     | \$ 9,710     | \$ 12,066    | \$ 14,080    | \$ 8,917     | \$ 14,342    | \$ 28,485    | \$ 19,435    | \$ 28,368    | \$ 15,569        |
| Charity Care         | \$ 4,244   | \$ 1,705   | \$ 5,068     | \$ -       | \$ -         | \$ 56,527    | \$ 10,025    | \$ 9,508     | \$ 10,166    | \$ -         | \$ 10,046    | \$ -         | \$ 1,995     | \$ 8,406         |
| Bad Debt             | \$ -       | \$ -       | \$ -         | \$ 108,610 | \$ -         | \$ -         | \$ 54,417    | \$ -         | \$ 479,228   | \$ -         | \$ 248,562   | \$ 12,294    | \$ 258,781   | \$ 89,376        |
| Total SP Adjustments | \$ 13,927  | \$ 7,502   | \$ 28,710    | \$ 128,522 | \$ 7,961     | \$ 66,236    | \$ 76,509    | \$ 23,588    | \$ 498,311   | \$ 14,342    | \$ 287,093   | \$ 31,729    | \$ 289,144   | \$ 113,352       |
| Collection %         | 62%        | 73%        | 59%          | 27%        | 75%          | 36%          | 28%          | 57%          | 6%           | 65%          | 10%          | 62%          | 15%          | 44%              |
| <b>TOTAL</b>         |            |            |              |            |              |              |              |              |              |              |              |              |              |                  |
| Total Payments       | \$ 523,891 | \$ 535,583 | \$ 1,131,808 | \$ 958,049 | \$ 1,214,685 | \$ 1,139,209 | \$ 1,391,162 | \$ 1,095,888 | \$ 1,213,098 | \$ 1,023,598 | \$ 1,069,835 | \$ 1,507,305 | \$ 1,311,104 | \$ 1,085,786     |
| Total Adjustment     | \$ 481,416 | \$ 395,270 | \$ 1,210,884 | \$ 959,630 | \$ 810,676   | \$ 1,075,435 | \$ 726,145   | \$ 1,068,946 | \$ 1,356,717 | \$ 748,695   | \$ 1,201,168 | \$ 920,133   | \$ 1,468,574 | \$ 842,317       |
| Total Collection %   | 52%        | 58%        | 48%          | 50%        | 60%          | 51%          | 66%          | 51%          | 47%          | 58%          | 47%          | 62%          | 47%          | 54%              |

## Cash & Adjustment Trending



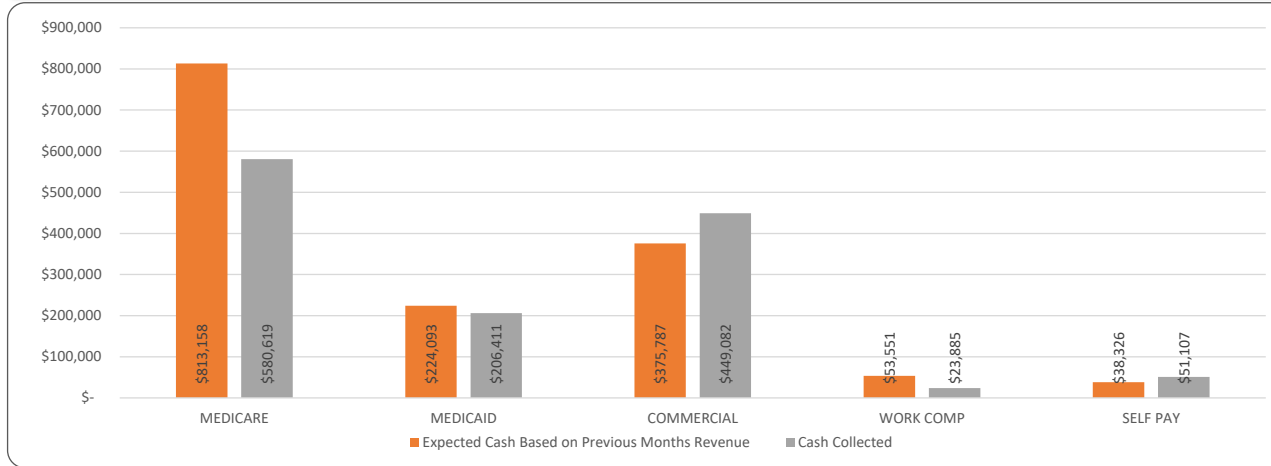
## Cash Collections by Discharge Date



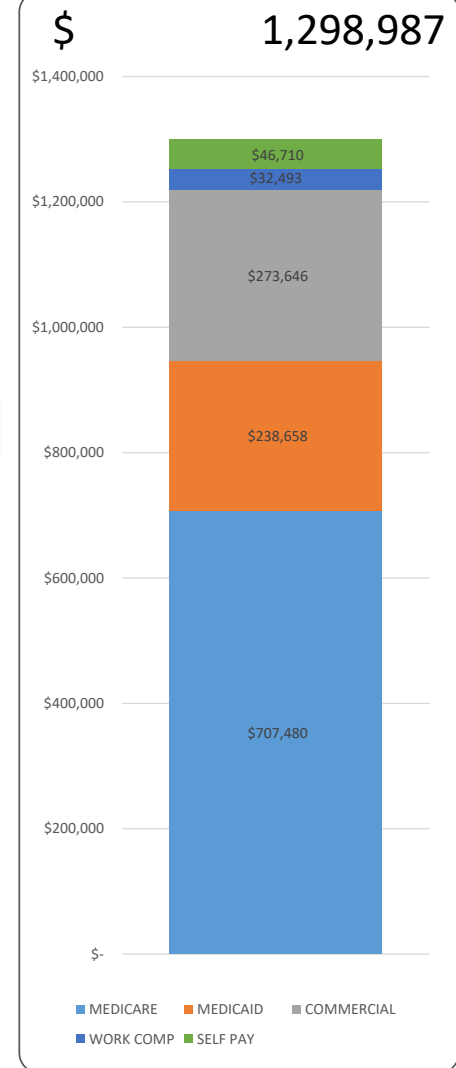


# CASH FORECASTING

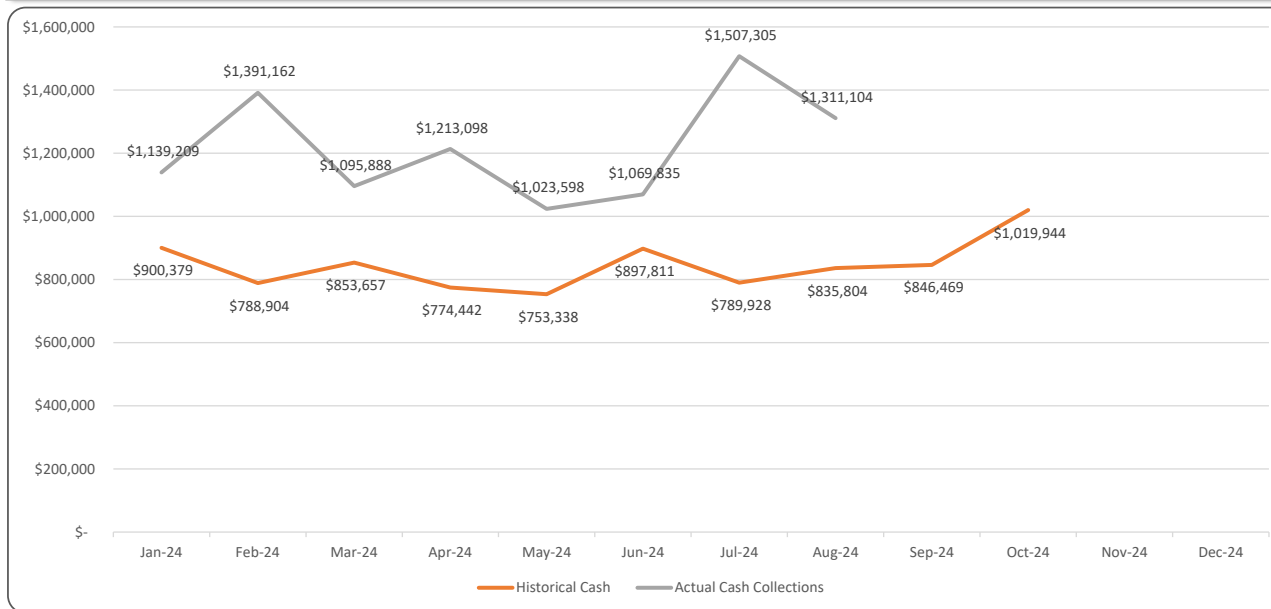
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



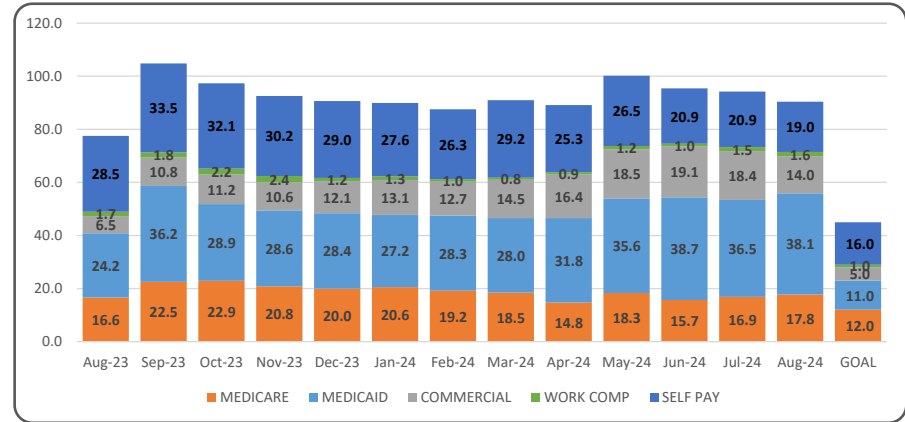
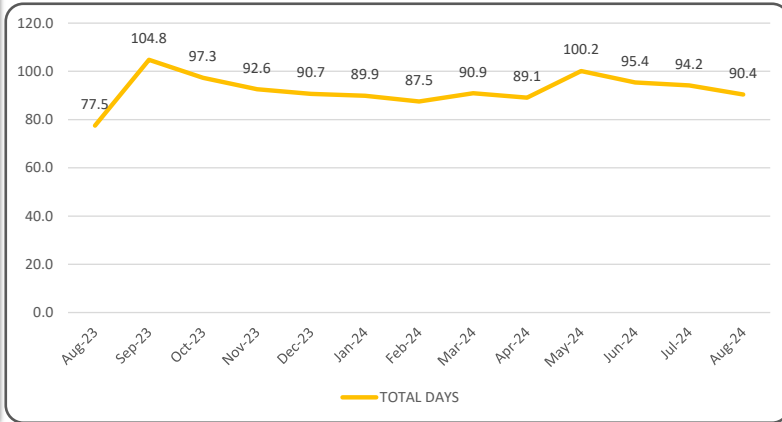
Actual Cash vs Historical Average Collections



# ACCOUNTS RECEIVABLE

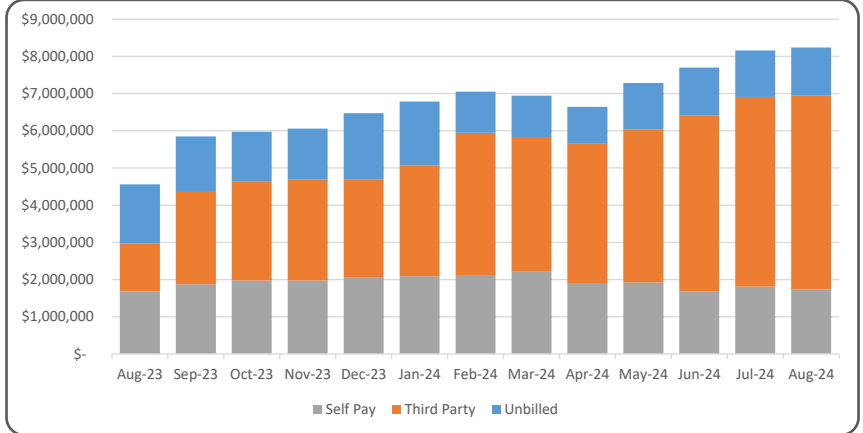
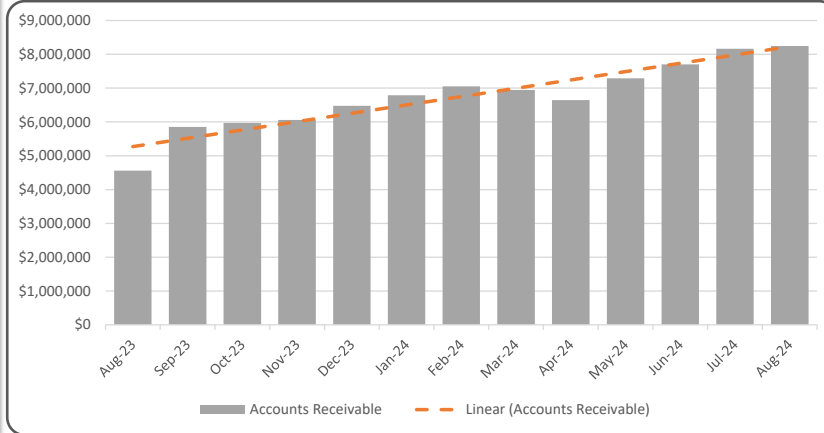
| PAYER             | Aug-23      | Sep-23       | Oct-23      | Nov-23      | Dec-23      | Jan-24      | Feb-24      | Mar-24      | Apr-24      | May-24       | Jun-24      | Jul-24      | Aug-24      | 13 Month Average |
|-------------------|-------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|------------------|
| MEDICARE          | 16.6        | 22.5         | 22.9        | 20.8        | 20.0        | 20.6        | 19.2        | 18.5        | 14.8        | 18.3         | 15.7        | 16.9        | 17.8        | 18.8             |
| MEDICAID          | 24.2        | 36.2         | 28.9        | 28.6        | 28.4        | 27.2        | 28.3        | 28.0        | 31.8        | 35.6         | 38.7        | 36.5        | 38.1        | 31.6             |
| COMMERCIAL        | 6.5         | 10.8         | 11.2        | 10.6        | 12.1        | 13.1        | 12.7        | 14.5        | 16.4        | 18.5         | 19.1        | 18.4        | 14.0        | 13.7             |
| WORK COMP         | 1.7         | 1.8          | 2.2         | 2.4         | 1.2         | 1.3         | 1.0         | 0.8         | 0.9         | 1.2          | 1.0         | 1.5         | 1.6         | 1.4              |
| SELF PAY          | 28.5        | 33.5         | 32.1        | 30.2        | 29.0        | 27.6        | 26.3        | 29.2        | 25.3        | 26.5         | 20.9        | 20.9        | 19.0        | 26.8             |
| <b>TOTAL DAYS</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>100.2</b> | <b>95.4</b> | <b>94.2</b> | <b>90.4</b> | <b>92.3</b>      |

AR Days



| PAYER        | Aug-23              | Sep-23              | Oct-23              | Nov-23              | Dec-23              | Jan-24              | Feb-24              | Mar-24              | Apr-24              | May-24              | Jun-24              | Jul-24              | Aug-24              | 13 Month Average    |
|--------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| MEDICARE     | \$ 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        | \$ 1,334,185        | \$ 1,264,190        | \$ 1,466,233        | \$ 1,617,933        | \$ 1,364,209        |
| MEDICAID     | \$ 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        | \$ 2,591,679        | \$ 3,126,226        | \$ 3,160,071        | \$ 3,473,695        | \$ 2,332,318        |
| COMMERCIAL   | \$ 380,817          | \$ 600,808          | \$ 684,736          | \$ 692,018          | \$ 861,736          | \$ 990,874          | \$ 1,024,848        | \$ 1,105,847        | \$ 1,222,227        | \$ 1,348,694        | \$ 1,545,259        | \$ 1,594,542        | \$ 1,279,024        | \$ 1,025,495        |
| WORK COMP    | \$ 97,414           | \$ 101,908          | \$ 133,125          | \$ 155,295          | \$ 87,612           | \$ 100,345          | \$ 76,676           | \$ 58,713           | \$ 66,783           | \$ 87,299           | \$ 82,043           | \$ 132,192          | \$ 141,749          | \$ 101,627          |
| SELF PAY     | \$ 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        | \$ 1,926,672        | \$ 1,684,185        | \$ 1,809,858        | \$ 1,729,839        | \$ 1,926,110        |
| <b>TOTAL</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>\$ 7,288,529</b> | <b>\$ 7,701,902</b> | <b>\$ 8,162,895</b> | <b>\$ 8,242,240</b> | <b>\$ 6,749,759</b> |

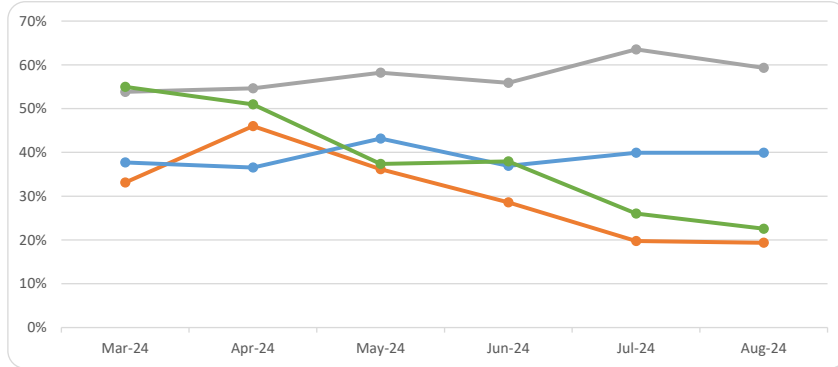
AR Balance



# ACCOUNTS RECEIVABLE AGING

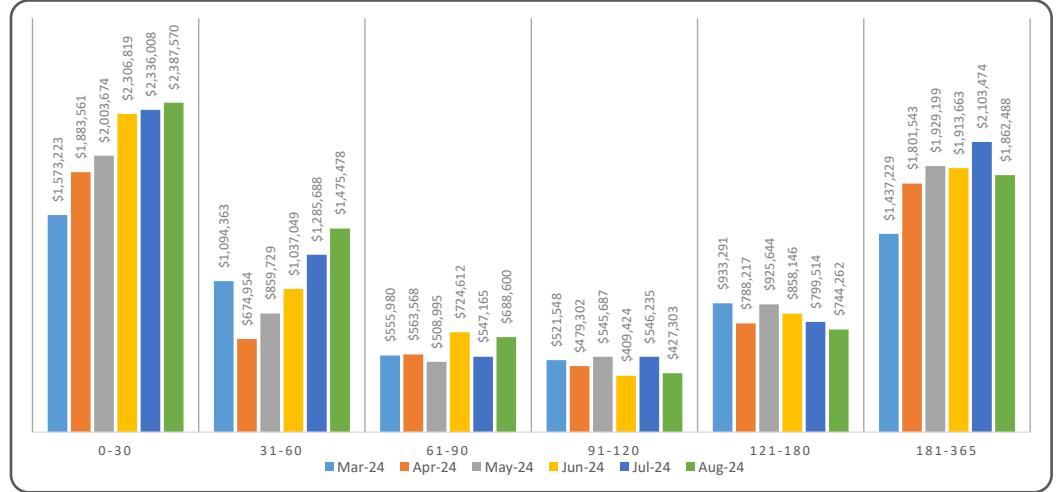
|                            | 0-30 Days  |                     | 31-60 Days |                     | 61-90 Days |                   | 91-120 Days |                   | 121-180 Days |                   | 181-365 Days |                     | 366+ Days   |                   | Grand Totals |                     |
|----------------------------|------------|---------------------|------------|---------------------|------------|-------------------|-------------|-------------------|--------------|-------------------|--------------|---------------------|-------------|-------------------|--------------|---------------------|
|                            | # Acts     | \$                  | # Acts     | \$                  | # Acts     | \$                | # Acts      | \$                | # Acts       | \$                | # Acts       | \$                  | # Acts      | \$                | # Acts       | \$                  |
| <b>MEDICARE</b>            |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 229        | \$ 771,055          | 74         | \$ 380,384          | 50         | \$ 159,600        | 19          | \$ 60,087         | 16           | \$ 35,644         | 60           | \$ 200,082          | 16          | \$ 18,901         | 464          | \$ 1,625,752        |
| Credit                     | 0          | \$ -                | 1          | \$ (904)            | 0          | \$ -              | 1           | \$ (235)          | 1            | \$ (235)          | 3            | \$ (363)            | 2           | \$ (6,083)        | 8            | \$ (7,819)          |
| <b>TOTAL</b>               | <b>229</b> | <b>\$ 771,055</b>   | <b>75</b>  | <b>\$ 379,480</b>   | <b>50</b>  | <b>\$ 159,600</b> | <b>20</b>   | <b>\$ 59,852</b>  | <b>17</b>    | <b>\$ 35,409</b>  | <b>63</b>    | <b>\$ 199,719</b>   | <b>18</b>   | <b>\$ 12,818</b>  | <b>472</b>   | <b>\$ 1,617,933</b> |
| <b>MEDICAID</b>            |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 265        | \$ 1,063,341        | 201        | \$ 706,330          | 144        | \$ 320,982        | 100         | \$ 205,193        | 145          | \$ 297,516        | 310          | \$ 696,294          | 153         | \$ 189,810        | 1318         | \$ 3,479,466        |
| Credit                     | 0          | \$ -                | 0          | \$ -                | 1          | \$ (4)            | 2           | \$ (194)          | 5            | \$ (405)          | 15           | \$ (3,519)          | 12          | \$ (1,649)        | 35           | \$ (5,771)          |
| <b>TOTAL</b>               | <b>265</b> | <b>\$ 1,063,341</b> | <b>201</b> | <b>\$ 706,330</b>   | <b>145</b> | <b>\$ 320,978</b> | <b>102</b>  | <b>\$ 205,000</b> | <b>150</b>   | <b>\$ 297,111</b> | <b>325</b>   | <b>\$ 692,774</b>   | <b>165</b>  | <b>\$ 188,161</b> | <b>1353</b>  | <b>\$ 3,473,695</b> |
| <b>COMMERCIAL</b>          |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 208        | \$ 299,995          | 170        | \$ 168,562          | 94         | \$ 81,674         | 80          | \$ 64,159         | 105          | \$ 170,943        | 205          | \$ 423,029          | 153         | \$ 144,348        | 1015         | \$ 1,352,710        |
| Credit                     | 0          | \$ -                | 1          | \$ (874)            | 2          | \$ (796)          | 1           | \$ (953)          | 6            | \$ (4,526)        | 20           | \$ (13,674)         | 311         | \$ (52,862)       | 341          | \$ (73,685)         |
| <b>TOTAL</b>               | <b>208</b> | <b>\$ 299,995</b>   | <b>171</b> | <b>\$ 167,688</b>   | <b>96</b>  | <b>\$ 80,878</b>  | <b>81</b>   | <b>\$ 63,205</b>  | <b>111</b>   | <b>\$ 166,416</b> | <b>225</b>   | <b>\$ 409,355</b>   | <b>464</b>  | <b>\$ 91,486</b>  | <b>1356</b>  | <b>\$ 1,279,024</b> |
| <b>WORK COMP</b>           |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 18         | \$ 36,763           | 30         | \$ 49,635           | 20         | \$ 23,671         | 5           | \$ 8,160          | 2            | \$ 3,336          | 3            | \$ 8,382            | 19          | \$ 12,217         | 97           | \$ 142,164          |
| Credit                     | 0          | \$ -                | 0          | \$ -                | 0          | \$ -              | 0           | \$ -              | 0            | \$ -              | 1            | \$ (414)            | 0           | \$ -              | 1            | \$ (414)            |
| <b>TOTAL</b>               | <b>18</b>  | <b>\$ 36,763</b>    | <b>30</b>  | <b>\$ 49,635</b>    | <b>20</b>  | <b>\$ 23,671</b>  | <b>5</b>    | <b>\$ 8,160</b>   | <b>2</b>     | <b>\$ 3,336</b>   | <b>4</b>     | <b>\$ 7,968</b>     | <b>19</b>   | <b>\$ 12,217</b>  | <b>98</b>    | <b>\$ 141,749</b>   |
| <b>SELF PAY</b>            |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 71         | \$ 220,043          | 128        | \$ 173,786          | 109        | \$ 105,221        | 86          | \$ 92,413         | 174          | \$ 244,031        | 391          | \$ 560,308          | 521         | \$ 373,844        | 1480         | \$ 1,769,647        |
| Credit                     | 4          | \$ (3,627)          | 1          | \$ (1,441)          | 1          | \$ (1,748)        | 1           | \$ (1,328)        | 6            | \$ (2,042)        | 9            | \$ (7,637)          | 273         | \$ (21,985)       | 295          | \$ (39,808)         |
| <b>TOTAL</b>               | <b>75</b>  | <b>\$ 216,416</b>   | <b>129</b> | <b>\$ 172,345</b>   | <b>110</b> | <b>\$ 103,473</b> | <b>87</b>   | <b>\$ 91,085</b>  | <b>180</b>   | <b>\$ 241,990</b> | <b>400</b>   | <b>\$ 552,671</b>   | <b>794</b>  | <b>\$ 351,859</b> | <b>1775</b>  | <b>\$ 1,729,839</b> |
| <b>ACCOUNTS RECEIVABLE</b> |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 791        | \$ 2,391,197        | 603        | \$ 1,478,697        | 417        | \$ 691,148        | 290         | \$ 430,012        | 442          | \$ 751,470        | 969          | \$ 1,888,094        | 862         | \$ 739,120        | 4374         | \$ 8,369,738        |
| Credit                     | 4          | \$ (3,627)          | 3          | \$ (3,219)          | 4          | \$ (2,548)        | 5           | \$ (2,710)        | 18           | \$ (7,208)        | 48           | \$ (25,607)         | 598         | \$ (82,579)       | 680          | \$ (127,498)        |
| <b>GRAND TOTAL</b>         | <b>795</b> | <b>\$ 2,387,570</b> | <b>606</b> | <b>\$ 1,475,478</b> | <b>421</b> | <b>\$ 688,600</b> | <b>295</b>  | <b>\$ 427,303</b> | <b>460</b>   | <b>\$ 744,262</b> | <b>1017</b>  | <b>\$ 1,862,488</b> | <b>1460</b> | <b>\$ 656,541</b> | <b>5054</b>  | <b>\$ 8,242,240</b> |

## Aged Over 90 Days Trending (excluding Credits)



|            | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 |
|------------|--------|--------|--------|--------|--------|--------|
| Medicare   | 33.1%  | 46.0%  | 36.2%  | 28.6%  | 19.8%  | 19.4%  |
| Medicaid   | 37.7%  | 36.5%  | 43.2%  | 36.9%  | 39.9%  | 39.9%  |
| Commercial | 53.8%  | 54.6%  | 58.2%  | 55.9%  | 63.5%  | 59.3%  |
| Work Comp  | 55.0%  | 51.0%  | 37.4%  | 37.9%  | 26.0%  | 22.6%  |

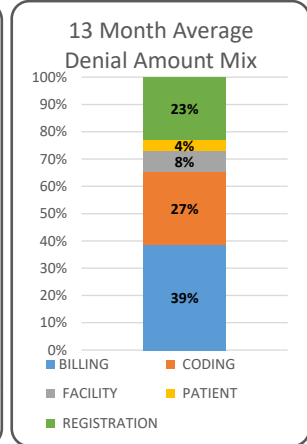
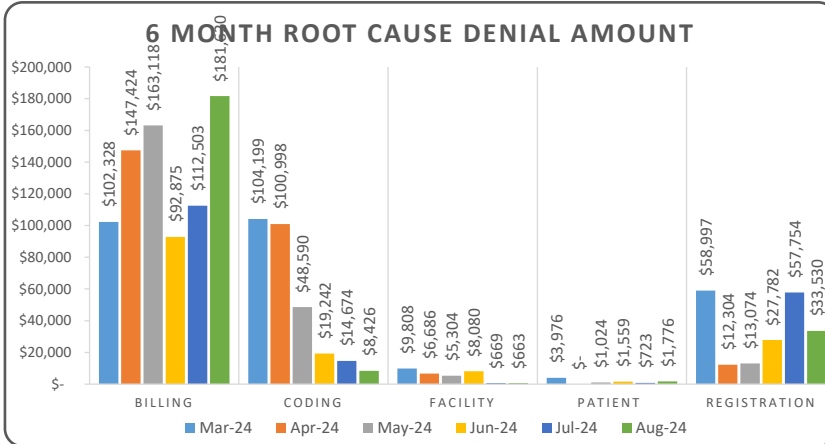
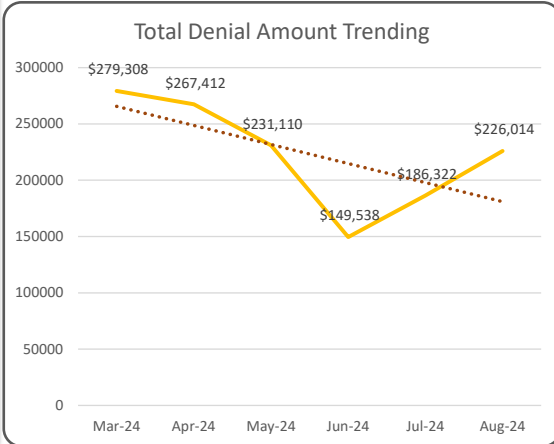
## 6 Month Aging



# DENIAL MANAGEMENT

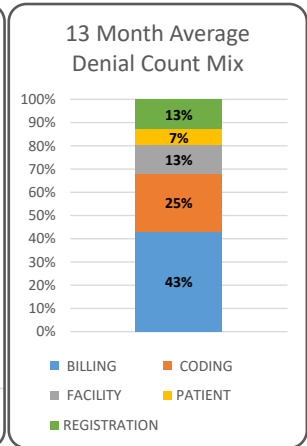
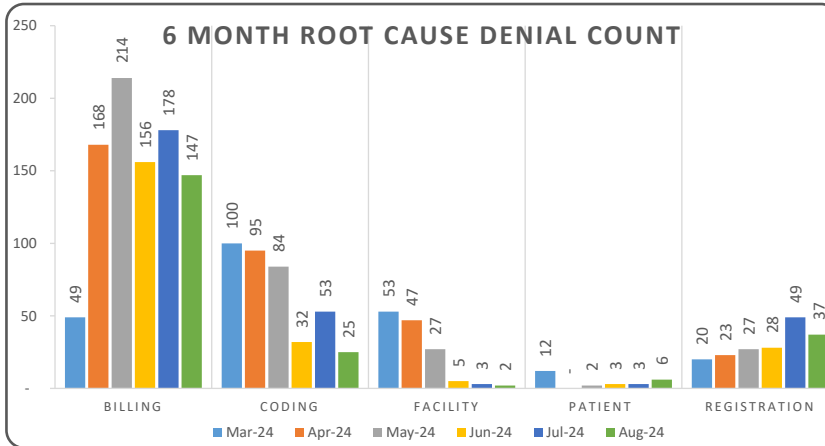
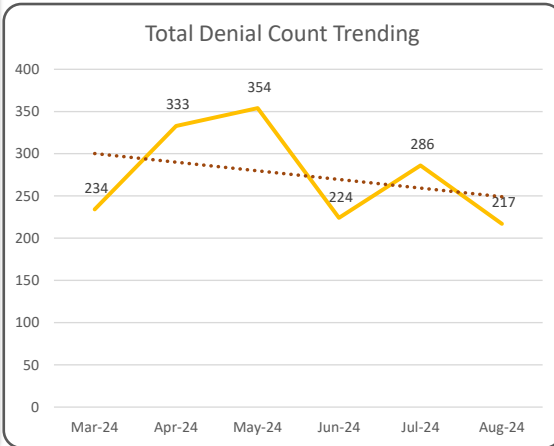
Denial Amount

| AMOUNT              | Aug-23     | Sep-23     | Oct-23     | Nov-23     | Dec-23      | Jan-24     | Feb-24     | Mar-24     | Apr-24     | May-24     | Jun-24     | Jul-24     | Aug-24     | 13 Month Average |
|---------------------|------------|------------|------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------|
| <b>BILLING</b>      | \$ 4,186   | \$ 14,532  | \$ 23,169  | \$ 57,603  | \$ (28,742) | \$ 67,372  | \$ 64,683  | \$ 102,328 | \$ 147,424 | \$ 163,118 | \$ 92,875  | \$ 112,503 | \$ 181,620 | \$ 77,129        |
| <b>CODING</b>       | \$ 69,786  | \$ 82,600  | \$ 125,103 | \$ 41,055  | \$ 7,806    | \$ 14,432  | \$ 59,832  | \$ 104,199 | \$ 100,998 | \$ 48,590  | \$ 19,242  | \$ 14,674  | \$ 8,426   | \$ 53,596        |
| <b>FACILITY</b>     | \$ 2,617   | \$ 3,773   | \$ 599     | \$ 59,842  | \$ 57,620   | \$ 23,485  | \$ 20,511  | \$ 9,808   | \$ 6,686   | \$ 5,304   | \$ 8,080   | \$ 669     | \$ 663     | \$ 15,358        |
| <b>PATIENT</b>      | \$ 4,468   | \$ 407     | \$ 24,606  | \$ 14,699  | \$ 4,347    | \$ 40,316  | \$ 9,267   | \$ 3,976   | \$ -       | \$ 1,024   | \$ 1,559   | \$ 723     | \$ 1,776   | \$ 8,244         |
| <b>REGISTRATION</b> | \$ 24,061  | \$ 58,303  | \$ 171,363 | \$ 12,651  | \$ 21,850   | \$ 9,369   | \$ 94,713  | \$ 58,997  | \$ 12,304  | \$ 13,074  | \$ 27,782  | \$ 57,754  | \$ 33,530  | \$ 45,827        |
| <b>TOTAL</b>        | \$ 105,119 | \$ 159,615 | \$ 344,840 | \$ 185,849 | \$ 62,881   | \$ 154,975 | \$ 249,006 | \$ 279,308 | \$ 267,412 | \$ 231,110 | \$ 149,538 | \$ 186,322 | \$ 226,014 | \$ 200,153       |



Denial Count

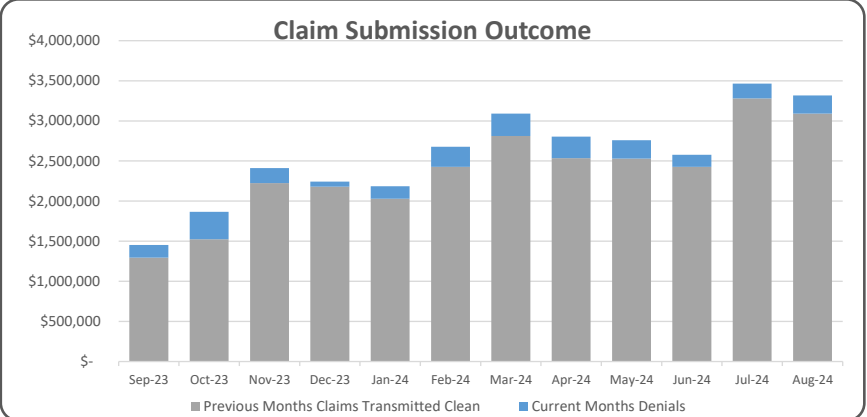
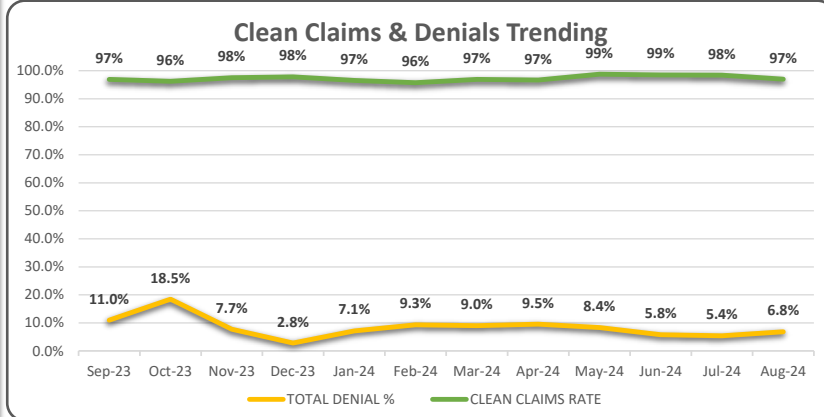
| COUNT               | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | 13 Month Average |
|---------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| <b>BILLING</b>      | 23     | 21     | 69     | 103    | 48     | 82     | 42     | 49     | 168    | 214    | 156    | 178    | 147    | 100              |
| <b>CODING</b>       | 39     | 53     | 73     | 31     | 22     | 13     | 123    | 100    | 95     | 84     | 32     | 53     | 25     | 57               |
| <b>FACILITY</b>     | 15     | 6      | 1      | 54     | 16     | 52     | 98     | 53     | 47     | 27     | 5      | 3      | 2      | 29               |
| <b>PATIENT</b>      | 4      | 1      | 10     | 12     | 25     | 116    | 8      | 12     | -      | 2      | 3      | 3      | 6      | 16               |
| <b>REGISTRATION</b> | 30     | 27     | 57     | 15     | 31     | 7      | 37     | 20     | 23     | 27     | 28     | 49     | 37     | 30               |
| <b>TOTAL</b>        | 111    | 108    | 210    | 215    | 142    | 270    | 308    | 234    | 333    | 354    | 224    | 286    | 217    | 232              |



# CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

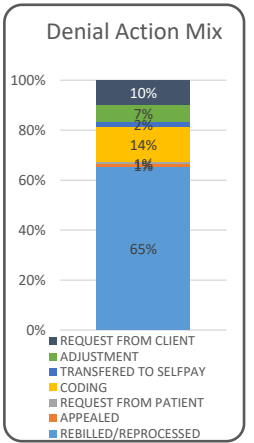
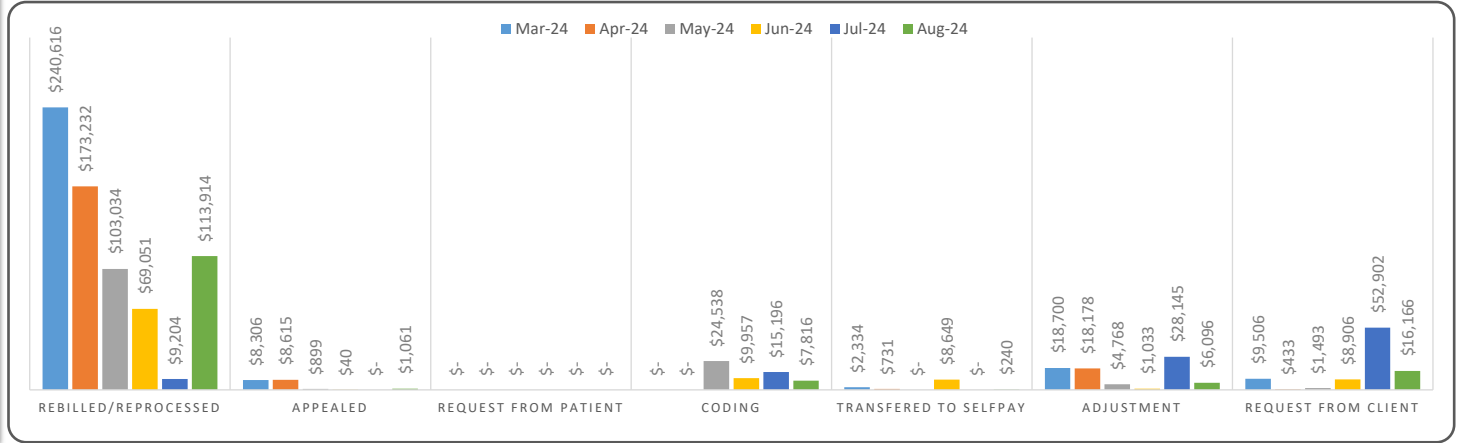
Denial & Clean Claim Trending

|  | Aug-23       | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24       | May-24       | Jun-24       | Jul-24       | Aug-24       | 13 Month Average |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| <b>DENIAL AMOUNT</b>                       | \$ 105,119   | \$ 159,615   | \$ 344,840   | \$ 185,849   | \$ 62,881    | \$ 154,975   | \$ 249,006   | \$ 279,308   | \$ 267,412   | \$ 231,110   | \$ 149,538   | \$ 186,322   | \$ 226,014   | \$ 200,153       |
| <b>PREVIOUS MONTH'S TRANSMITTED CLAIMS</b> | \$ 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 | \$ 2,760,024 | \$ 2,578,338 | \$ 3,466,200 | \$ 3,317,829 | \$ 2,463,169     |
| <b>TOTAL DENIAL %</b>                      | 9.0%         | 11.0%        | 18.5%        | 7.7%         | 2.8%         | 7.1%         | 9.3%         | 9.0%         | 9.5%         | 8.4%         | 5.8%         | 5.4%         | 6.8%         | 8.5%             |
| <b>CLEAN CLAIMS RATE</b>                   | 87%          | 97%          | 96%          | 98%          | 98%          | 97%          | 96%          | 97%          | 97%          | 99%          | 99%          | 98%          | 97%          | 96%              |



Action Taken on Denials

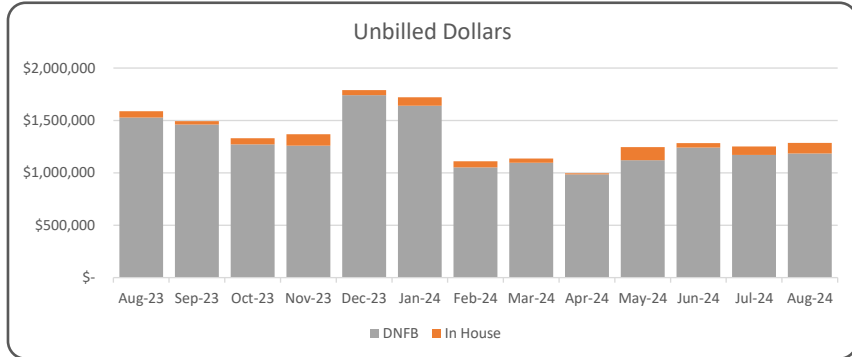
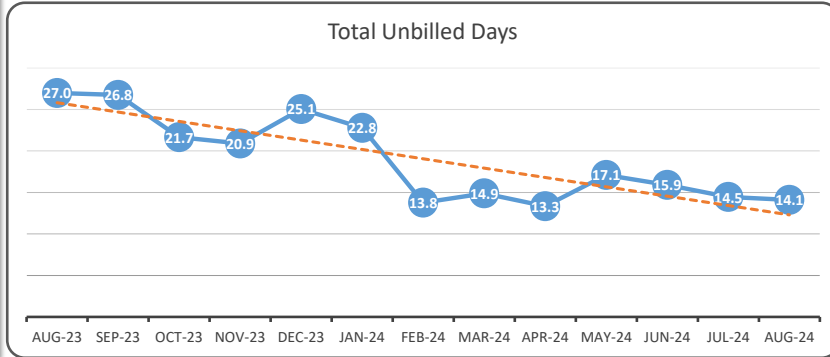
| DENIAL ACTION                 | Aug-23     | Sep-23     | Oct-23     | Nov-23     | Dec-23    | Jan-24     | Feb-24     | Mar-24     | Apr-24     | May-24     | Jun-24    | Jul-24     | Aug-24     | 13 Month Average |
|-------------------------------|------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|-----------|------------|------------|------------------|
| <b>REBILLED/REPROCESSED</b>   | \$ 8,771   | \$ 21,181  | \$ 240,169 | \$ 107,339 | \$ 31,003 | \$ 97,434  | \$ 212,101 | \$ 240,616 | \$ 173,232 | \$ 103,034 | \$ 69,051 | \$ 9,204   | \$ 113,914 | \$ 109,773       |
| <b>APPEALED</b>               | \$ 21      | \$ 1,355   | \$ -       | \$ -       | \$ -      | \$ -       | \$ 1,555   | \$ 8,306   | \$ 8,615   | \$ 899     | \$ 40     | \$ -       | \$ 1,061   | \$ 1,681         |
| <b>REQUEST FROM PATIENT</b>   | \$ 5,235   | \$ -       | \$ -       | \$ -       | \$ -      | \$ -       | \$ 10,408  | \$ -       | \$ -       | \$ -       | \$ -      | \$ -       | \$ -       | \$ 1,203         |
| <b>CODING</b>                 | \$ 67,848  | \$ 75,684  | \$ 70,743  | \$ 2,098   | \$ 3,052  | \$ 34,614  | \$ -       | \$ -       | \$ -       | \$ 24,538  | \$ 9,957  | \$ 15,196  | \$ 7,816   | \$ 23,965        |
| <b>TRANSFERRED TO SELFPAY</b> | \$ 561     | \$ -       | \$ 3,542   | \$ 3,856   | \$ -      | \$ 23,609  | \$ 523     | \$ 2,334   | \$ 731     | \$ -       | \$ 8,649  | \$ -       | \$ 240     | \$ 3,388         |
| <b>ADJUSTMENT</b>             | \$ 6,499   | \$ 7,028   | \$ 30,387  | \$ 3,436   | \$ 8,001  | \$ 8,089   | \$ 4,789   | \$ 18,700  | \$ 18,178  | \$ 4,768   | \$ 1,033  | \$ 28,145  | \$ 6,096   | \$ 11,165        |
| <b>REQUEST FROM CLIENT</b>    | \$ 16,182  | \$ 54,368  | \$ -       | \$ 291     | \$ 20,823 | \$ 14,875  | \$ 19,630  | \$ 9,506   | \$ 433     | \$ 1,493   | \$ 8,906  | \$ 52,902  | \$ 16,166  | \$ 16,583        |
| <b>TOTAL</b>                  | \$ 105,116 | \$ 159,615 | \$ 344,842 | \$ 117,020 | \$ 62,880 | \$ 178,621 | \$ 249,006 | \$ 279,461 | \$ 201,189 | \$ 134,732 | \$ 97,637 | \$ 105,447 | \$ 145,293 | \$ 167,758       |



# UNBILLED & INVENTORY

Unbilled

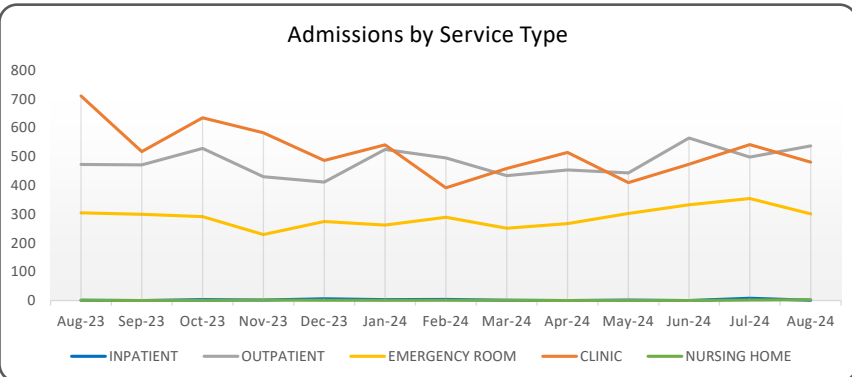
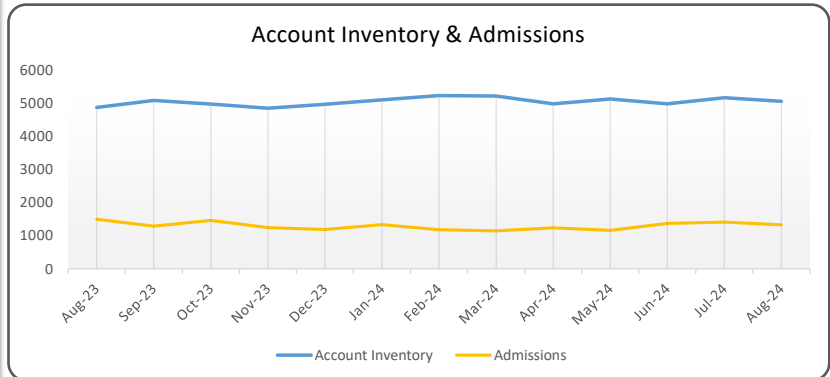
|                       | Aug-23       | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24     | May-24       | Jun-24       | Jul-24       | Aug-24       | 13 Month Average |
|-----------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|--------------|--------------|--------------|------------------|
| <b>In House</b>       | \$ 59,290    | \$ 34,128    | \$ 58,121    | \$ 108,806   | \$ 49,158    | \$ 81,326    | \$ 57,589    | \$ 40,091    | \$ 9,467   | \$ 125,095   | \$ 41,831    | \$ 80,889    | \$ 100,191   | \$ 65,076        |
| <b>DNFB</b>           | \$ 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 | \$ 1,119,850 | \$ 1,241,997 | \$ 1,171,385 | \$ 1,185,713 | \$ 1,288,832     |
| <b>Total Unbilled</b> | \$ 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 | \$ 1,244,945 | \$ 1,283,828 | \$ 1,252,274 | \$ 1,285,904 | \$ 1,353,908     |
| <b>Unbilled Days</b>  | 27.0         | 26.8         | 21.7         | 20.9         | 25.1         | 22.8         | 13.8         | 14.9         | 13.3       | 17.1         | 15.9         | 14.5         | 14.1         | 19.1             |



Admissions & Account Inventory

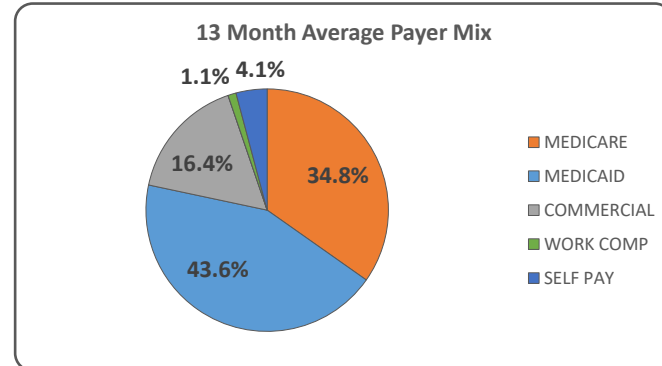
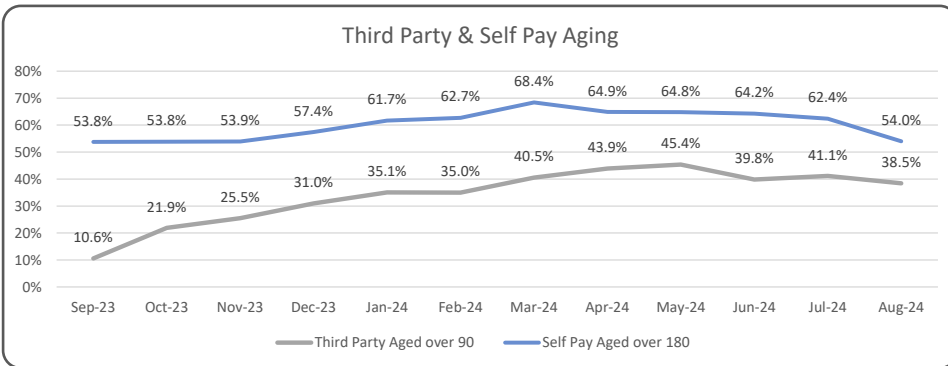
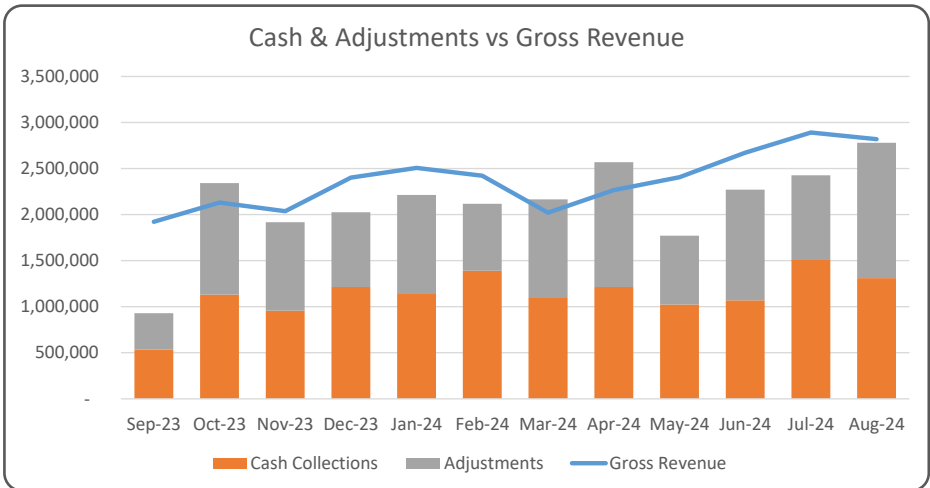
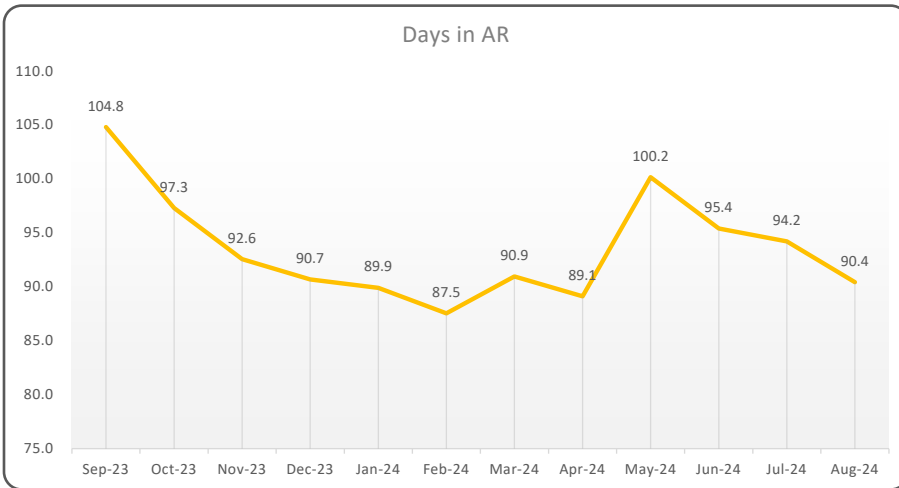
| ADMISSIONS            | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | 13 Month Average |
|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| <b>INPATIENT</b>      | 1      | 0      | 3      | 2      | 6      | 3      | 4      | 1      | 0      | 2      | 0      | 8      | 1      | 2                |
| <b>SWINGBED</b>       | 7      | 1      | 4      | 1      | 5      | 2      | 2      | 1      | 1      | 3      | 4      | 3      | 2      | 3                |
| <b>OUTPATIENT</b>     | 472    | 471    | 528    | 430    | 411    | 524    | 495    | 433    | 453    | 443    | 564    | 498    | 537    | 481              |
| <b>EMERGENCY ROOM</b> | 304    | 299    | 291    | 229    | 274    | 262    | 289    | 251    | 267    | 302    | 332    | 354    | 301    | 289              |
| <b>CLINIC</b>         | 710    | 517    | 634    | 582    | 486    | 540    | 391    | 458    | 514    | 409    | 473    | 541    | 480    | 518              |
| <b>NURSING HOME</b>   | 1      | 0      | 0      | 2      | 1      | 1      | 1      | 1      | 0      | 0      | 0      | 2      | 3      | 1                |
| <b>TOTAL</b>          | 1,495  | 1,288  | 1,460  | 1,246  | 1,183  | 1,332  | 1,182  | 1,145  | 1,235  | 1,159  | 1,373  | 1,406  | 1,324  | 1,294            |

| ACCOUNT INVENTORY | Aug-23 | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | 13 Month Average |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| <b>MEDICARE</b>   | 519    | 598    | 579    | 556    | 633    | 583    | 601    | 453    | 474    | 446    | 562    | 484    | 472    | 535              |
| <b>MEDICAID</b>   | 688    | 762    | 732    | 759    | 756    | 874    | 940    | 990    | 1,102  | 1,141  | 1,197  | 1,154  | 1,353  | 958              |
| <b>COMMERCIAL</b> | 838    | 887    | 897    | 942    | 997    | 1,052  | 1,131  | 1,173  | 1,256  | 1,340  | 1,368  | 1,519  | 1,356  | 1,135            |
| <b>WORK COMP</b>  | 59     | 57     | 55     | 61     | 56     | 58     | 54     | 58     | 67     | 51     | 74     | 206    | 98     | 73               |
| <b>SELF PAY</b>   | 2,767  | 2,772  | 2,708  | 2,527  | 2,524  | 2,528  | 2,500  | 2,537  | 2,078  | 2,146  | 1,776  | 1,800  | 1,775  | 2,341            |
| <b>TOTAL</b>      | 4,871  | 5,076  | 4,971  | 4,845  | 4,966  | 5,095  | 5,226  | 5,211  | 4,977  | 5,124  | 4,977  | 5,163  | 5,054  | 5,043            |



# SoHum Health Executive Dashboard

|                          | TARGET      | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24       | May-24       | Jun-24       | Jul-24       | Aug-24       |
|--------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>Days in AR</b>        | <b>45.0</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>100.2</b> | <b>95.4</b>  | <b>94.2</b>  | <b>90.4</b>  |
| Gross AR                 |             | 5,850,618    | 5,974,477    | 6,060,571    | 6,475,740    | 6,787,249    | 7,052,380    | 6,946,485    | 6,645,338    | 7,288,529    | 7,701,902    | 8,162,895    | 8,242,240    |
| Gross Revenue            |             | 1,922,299    | 2,130,187    | 2,037,494    | 2,402,068    | 2,506,331    | 2,422,995    | 2,021,182    | 2,266,954    | 2,406,584    | 2,673,513    | 2,891,588    | 2,819,829    |
| Cash Collections         |             | 535,583      | 1,131,808    | 958,049      | 1,214,685    | 1,139,209    | 1,391,162    | 1,095,888    | 1,213,098    | 1,023,598    | 1,069,835    | 1,507,305    | 1,311,104    |
| Adjustments              |             | 395,270      | 1,210,884    | 959,630      | 810,676      | 1,075,435    | 726,145      | 1,068,946    | 1,356,717    | 748,695      | 1,201,168    | 920,133      | 1,468,574    |
| Collection %             |             | 57.5%        | 48.3%        | 50.0%        | 60.0%        | 51.4%        | 65.7%        | 50.6%        | 47.2%        | 57.8%        | 47.1%        | 62.1%        | 47.2%        |
| Late Charges             | <b>1%</b>   | 0.7%         | 0.8%         | 0.2%         | 0.6%         | 0.3%         | 0.3%         | -0.4%        | -0.8%        | -1.9%        | 2.9%         | 1.3%         | 0.4%         |
| Bad Debt                 | <b>3%</b>   | 0.0%         | 0.0%         | 5.3%         | 0.0%         | 0.0%         | 2.2%         | 0.0%         | 21.1%        | 0.0%         | 9.3%         | 0.4%         | 9.2%         |
| Charity Care             | <b>3%</b>   | 0.1%         | 0.2%         | 0.0%         | 0.0%         | 2.3%         | 0.4%         | 0.5%         | 0.4%         | 0.0%         | 0.4%         | 0.0%         | 0.1%         |
| Third Party Aged over 90 | <b>13%</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> | <b>45.4%</b> | <b>39.8%</b> | <b>41.1%</b> | <b>38.5%</b> |
| Self Pay Aged over 180   | <b>25%</b>  | <b>53.8%</b> | <b>53.8%</b> | <b>53.9%</b> | <b>57.4%</b> | <b>61.7%</b> | <b>62.7%</b> | <b>68.4%</b> | <b>64.9%</b> | <b>64.8%</b> | <b>64.2%</b> | <b>62.4%</b> | <b>54.0%</b> |



Updated Self Pay Aging to reflect 180 Days from Discharge due to data available in Epic (previously used assignment date in proprietary database).