



## Finance Committee

**Date:** Friday, October 25, 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<br><br>1. Minutes from Friday, September 20, 2024 Finance Committee |
|              |             | E. Discussion and Review  |
| 10:15 a.m.   |             | 1. Financials – Paul Eves   |
| 10:30 a.m.   |             | 2. September 2024 Patient Financial Services and HRG Reports – Marie Brown                      |
|              |             | F. Discussion Items to Report to the Board  |
|              |             | G. Next Meeting: November 22, 2024  |
|              |             | H. Adjourn  |



**PUBLIC COMMENT ON MATTERS NOT ON THE MEETING AGENDA:** Members of the public are welcome to address the Board on items not listed on the agenda and within the jurisdiction of the Board of Directors. The Board is prohibited by law from taking action on matters not on the agenda but may ask questions to clarify the speaker's comment and/or briefly answer questions. The Board limits testimony on matters not on the agenda to three minutes per person and not more than ten minutes for a particular subject at the discretion of the Chair of the Board.

**PUBLIC COMMENT ON MATTERS THAT ARE ON THE AGENDA:** Individuals wishing to address the Board regarding items on the agenda may do so after the Board has completed their initial discussion of the item and before the matter is voted on so that the Board may have the benefit of these comments before making their decision. Please remember that it is the Board's responsibility to discuss matters thoroughly amongst themselves and that, because of Brown Act constraints, the Board meeting is their only opportunity to do so.

**OTHER OPPORTUNITIES FOR PUBLIC COMMENT:** Members of the public are encouraged to submit written comments to the Board at any time by writing to the Board of Directors, SHCHD, 733 Cedar Street, Garberville, CA 95542. Writers who identify themselves may, at their discretion, ask that their comments be shared publicly. All other comments shall be kept confidential to the Board and appropriate staff.

**IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT,** if you require special accommodations to participate in a District meeting, please contact the District Clerk at 707-923-3921, ext. 1303, at least 48 hours prior to the meeting." *\*Times are estimated*

*\*Times are estimated/Posted: Thursday, October 17, 2024*



## Finance Committee

**Date:** Friday, September 20, 2024

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

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

**Facilitator:** Governing Board President Corinne Stromstad

## Minutes

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

**Not Present:** None

**Also Present:** Darrin Guerra, Administrative Assistant, Barbara Truitt, Matt Rees, CEO, Paul Eves, CFO, and Adela Yanez, CNO.

**By Webex:** Kent Scown, COO

- A. Call to Order – Corinne Stromstad called the meeting to order at 10:01 a.m.
- B. Public Comment (3-minute limit per person) – None
- C. Announcements - None
- D. Previous Meeting Minutes - None
- E. Discussion and Review
  1. Financials – Paul Eves, CFO
    - Paul shared that we have almost completed the 2023 – 2024 audit.
    - Though problems persist at all 5 of OCHIN/Epic’s test facilities, Epic has begun to offer assistance and training with their financial systems.
  2. August 2024 HRG Report – Paul Eves, CFO
    - Paul Eves and Matt Rees presented the highlights of the HRG report.
    - Continued billing issues with TruBridge have resulted in cash collections being 72K lower than in July and only a .4 decrease in AR days ending at 90.4
- F. Discussion Items to Report to the Board – The August 2024 HRG Report will be submitted to the Governing Board for approval.
- G. Next Meeting: Friday, October 25 2024.
- H. Adjourned at 10:37 a.m.

*Minutes by Darrin Guerra*

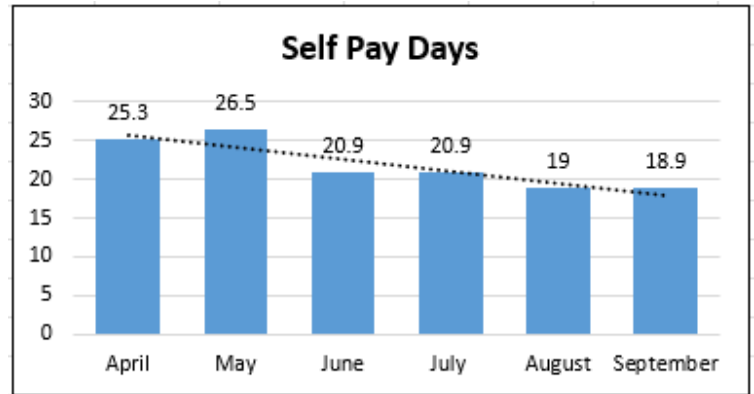
## Southern Humboldt Community Healthcare District

September 2024 – Centriq & Epic Combined



### Key Items

- ➔ Cash totaled \$1M, 80% of net revenue
- ➔ AR remains steady at 90.7 days
- ➔ Third Party aging decreased \$65K
- ➔ Unbilled AR decreased 4.3 days, ending at 9.8 days



### Detailed Initiatives & Obstacles

- **Overall AR:** The figures calculated continue to include both the legacy system (Centriq) and Epic figures combined. September closed with \$7.6M in gross AR or 90.7 days. Revenue was \$762K lower than reported in August, ending at \$2M. Third Party AR is up 4.6 days ending at 62.0 days. Unbilled AR decreased by 4.3 days ending at 9.8 AR days. Cash collections came were roughly \$272K lower than in August, ending just over \$1M or 80% of net revenue. Contributing to the lower-than-expected cash month is an issue with LTC accounts. We are working closely with PHP due to denials with no explanations. PHP states this may be a system issue and is looking into it further.
- **Self-Pay:** Self-Pay AR remains steady, ending at 18.9 AR days. Self-pay collections ended at \$32K, slightly under the 13-month average. In September we sent \$88K to bad debt between Centriq and Epic. There are \$22K in Centriq payment plans through December 2024. In September Self-Pay transitioned to the Self-Pay department where a dedicated Self-Pay rep was assigned to work through accounts in Epic daily. Additionally, several reps were added to specific Self-Pay work queues to focus on cleaning up and maintaining Epic Self-Pay. The Bad Debt process will transition to the Self-Pay team in October.
- **Third-Party Aging:** September closed with \$2.4M in third-party balances aged over 90 days, totaling 40.2% and down \$65K from August. Despite the decrease aging remains high. At the end of September, we added 5 FTE's to the team with Epic experience. Our focus is on using dedicated reps for the HB and PB systems. We have 3.5 HB Billers and 2.5 PB Billers as well as a dedicated resource to resolve the remaining Centriq AR.
- **Anthem Issue:** Anthem remains an issue (Centriq and Epic Combined). We have \$179K remaining in charges impacting the AR and roughly \$100K in missing payments that require Anthem to reissue.
- **Denials:** We ended September at 7% and saw a \$28K decrease in overall denials. The top 3 denials in September are \$82K in Registration denials for Other Insurance Prime or patient is not insured under plan registered. \$45K in Missing claim information due to the PHP LTC system issue, pending a response from the payer. \$19K In processing errors received from Anthem.



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



---

# September 2024

## Table of Contents

|                              |          |
|------------------------------|----------|
| Finance Dashboard.....       | Page 2   |
| Revenue Detail.....          | Page 3   |
| Cash Detail.....             | Page 4   |
| Cash Forecasting.....        | Page 5   |
| Accounts Receivable.....     | Page 6-7 |
| Denial Management.....       | Page 8   |
| Claim Submit Efficiency..... | Page 9   |
| Admits & Unbilled.....       | Page 10  |
| Executive Dashboard.....     | Page 11  |

# FINANCE DASHBOARD

|  | Target            | April-24    | May-24       | June-24     | July-24     | August-24   | September-24 |
|--|-------------------|-------------|--------------|-------------|-------------|-------------|--------------|
| <b>REVENUE</b>                         |                   |             |              |             |             |             |              |
| Net Revenue                            |                   | \$1,139,524 | \$1,278,227  | \$1,337,060 | \$1,504,916 | \$1,298,987 | \$916,507    |
| Gross Revenue                          |                   | \$2,266,954 | \$2,406,584  | \$2,673,513 | \$2,891,588 | \$2,819,829 | \$2,056,960  |
| <b>CASH</b>                            |                   |             |              |             |             |             |              |
| Cash Collections as a % of Net Revenue | 100%              | 119%        | 90%          | 84%         | 113%        | 87%         | 80%          |
| Cash Collections                       |                   | \$1,213,098 | \$1,023,598  | \$1,069,835 | \$1,507,305 | \$1,311,104 | \$1,038,937  |
| <b>ACCOUNTS RECEIVABLE</b>             |                   |             |              |             |             |             |              |
| Net AR                                 |                   | \$2,912,953 | \$3,470,980  | \$3,112,865 | \$3,847,902 | \$3,338,317 | \$3,088,599  |
| Gross AR                               |                   | \$6,645,338 | \$7,288,529  | \$7,701,902 | \$8,162,895 | \$8,242,240 | \$7,657,667  |
| Unbilled                               | 3                 | 13.3        | 17.1         | 15.9        | 14.5        | 14.1        | 9.8          |
| Third Party                            | 26                | 50.5        | 56.6         | 58.6        | 58.9        | 57.3        | 62.0         |
| Self Pay                               | 16                | 25.3        | 26.5         | 20.9        | 20.9        | 19.0        | 18.9         |
| <b>Total Days in AR</b>                | <b>45</b>         | <b>89.1</b> | <b>100.2</b> | <b>95.4</b> | <b>94.2</b> | <b>90.4</b> | <b>90.7</b>  |
| Days in AR - Credit Balances           | < 1               | 4.26        | 2.39         | 4.39        | 1.47        | 1.40        | 1.48         |
| <b>UNBILLED</b>                        |                   |             |              |             |             |             |              |
| In-house                               | < 2 Days          | 0.1         | 1.7          | 0.5         | 0.9         | 1.1         | 0.6          |
| DNFB                                   | < 1 Day           | 13.2        | 15.4         | 15.4        | 13.5        | 13.0        | 9.2          |
| <b>Total Unbilled</b>                  | <b>&lt;3 Days</b> | <b>13.3</b> | <b>17.1</b>  | <b>15.9</b> | <b>14.5</b> | <b>14.1</b> | <b>9.8</b>   |

|   | Target      | April-24         | May-24              | June-24          | July-24             | August-24        | September-24        |              |                     |              |                     |              |                     |
|---|-------------|------------------|---------------------|------------------|---------------------|------------------|---------------------|--------------|---------------------|--------------|---------------------|--------------|---------------------|
| <b>AGING (excluding credits)</b>            |             |                  |                     |                  |                     |                  |                     |              |                     |              |                     |              |                     |
| Medicare Aging > 90 Days                    | 11%         | 46.0%            | \$ 558,181          | 36.2%            | \$ 484,097          | 28.6%            | \$ 428,379          | 19.8%        | \$ 291,597          | 19.4%        | \$ 314,714          | 29.5%        | \$ 432,999          |
| Medicaid Aging > 90 Days                    | 12%         | 36.5%            | \$ 870,046          | 43.2%            | \$ 1,123,429        | 36.9%            | \$ 1,157,335        | 39.9%        | \$ 1,263,581        | 39.9%        | \$ 1,388,812        | 37.9%        | \$ 1,280,594        |
| Commercial Aging > 90 Days                  | 20%         | 54.6%            | \$ 746,313          | 58.2%            | \$ 850,621          | 55.9%            | \$ 905,168          | 63.5%        | \$ 1,059,664        | 59.3%        | \$ 802,478          | 61.4%        | \$ 723,492          |
| Work Comp Aging > 90 Days                   | 35%         | 51.0%            | \$ 35,903           | 37.4%            | \$ 32,713           | 37.9%            | \$ 32,275           | 26.0%        | \$ 35,213           | 22.6%        | \$ 32,095           | 29.4%        | \$ 35,303           |
| <b>Total Third Party Aging &gt; 90 Days</b> | <b>13%</b>  | <b>43.9%</b>     | <b>\$ 2,210,443</b> | <b>45.4%</b>     | <b>\$ 2,490,860</b> | <b>39.8%</b>     | <b>\$ 2,523,157</b> | <b>41.1%</b> | <b>\$ 2,650,054</b> | <b>38.5%</b> | <b>\$ 2,538,100</b> | <b>40.2%</b> | <b>\$ 2,472,389</b> |
| <b>CLAIM SUBMISSION EFFICIENCY</b>          |             |                  |                     |                  |                     |                  |                     |              |                     |              |                     |              |                     |
| Claims Submission                           |             | 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        | 1,447        | \$ 2,732,807        |
| Clean Claims                                | 85%         | 97%              |                     | 99%              |                     | 99%              |                     | 98%          |                     | 97%          |                     | 95%          |                     |
| Denial Percent                              | 5%          | 10%              |                     | 8%               |                     | 6%               |                     | 5%           |                     | 7%           |                     | 7%           |                     |
| Total Denial Rate                           | Count   Amt | 333   \$ 267,412 | 354   \$ 231,110    | 224   \$ 149,538 | 286   \$ 186,322    | 217   \$ 226,014 | 240   \$ 197,386    |              |                     |              |                     |              |                     |
| Late Charges                                | Count   Amt | 81   \$ (18,541) | 43   \$ (46,904)    | 304   \$ 78,745  | 222   \$ 36,879     | 52   \$ 11,452   | 79   \$ (14,558)    |              |                     |              |                     |              |                     |
| Communication Log Backlog                   |             | 36   \$ 56,297   | 8   \$ 7,792        | 4   \$ 4,864     | 4   \$ 4,864        | 0   \$ -         | 0   \$ -            |              |                     |              |                     |              |                     |

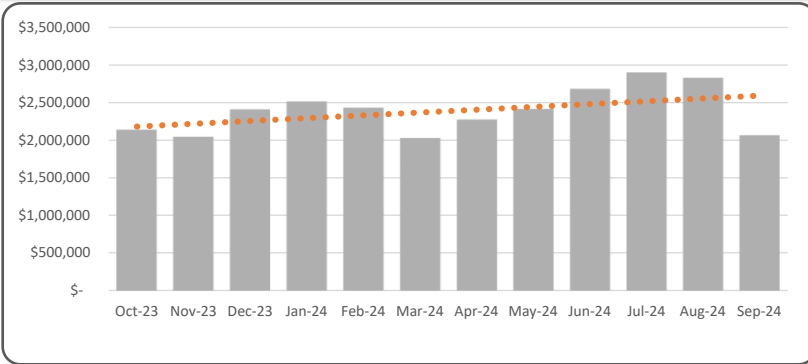
|                                      | Target       | April-24  | May-24       | June-24   | July-24      | August-24 | September-24 |       |              |       |              |       |              |
|--------------------------------------|--------------|-----------|--------------|-----------|--------------|-----------|--------------|-------|--------------|-------|--------------|-------|--------------|
| <b>INVENTORY &amp; QUALITY</b>       |              |           |              |           |              |           |              |       |              |       |              |       |              |
| Total Inventory                      |              | 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 | 1,599 | \$ 1,597,324 |
| New                                  |              | 220       | \$ 1,941,622 | 169       | \$ 188,493   | 2         | \$ 8,577     | 209   | \$ 173,983   | 316   | \$ 257,152   | 108   | \$ 127,107   |
| Resolved                             |              | 184       | \$ 38,323    | 683       | \$ 504,255   | 275       | \$ 54,340    | 441   | \$ 124,377   | 373   | \$ 85,514    | 373   | \$ 282,515   |
| Aged >180 days from Discharge        | < 25%        | 64.9%     | \$ 1,222,075 | 64.8%     | \$ 1,248,530 | 64.2%     | \$ 1,081,907 | 62.4% | \$ 1,128,634 | 54.0% | \$ 934,153   | 54.6% | \$ 872,466   |
| Total Payment Plans over 120 days    |              | \$18,943  | \$18,173     | \$14,980  | \$14,227     | \$33,413  | \$21,827     |       |              |       |              |       |              |
| Average Speed to Answer              | < 60 seconds | 30        | 34           | 23        | 11           | 48        | 30           |       |              |       |              |       |              |
| <b>STATEMENTS &amp; LETTERS</b>      |              |           |              |           |              |           |              |       |              |       |              |       |              |
| Statements & Letters                 |              | 115       | 101          | 176       | 71           | 12        | 55           |       |              |       |              |       |              |
| Charity Care Applications In Process |              | 0         | \$ -         | 14        | \$ 2,757     | 1         | \$ 340       | 4     | \$ 2,188     | 8     | \$ 8,407     | 1     | \$ 1,691     |
| Inbound and Outbound Calls           | In   Out     | 128   216 | 169   672    | 166   276 | 203   789    | 272   487 | 279   474    |       |              |       |              |       |              |
| <b>WRITE OFFS</b>                    |              |           |              |           |              |           |              |       |              |       |              |       |              |
| Bad Debt as a % of Gross Revenue     | < 2%         | 21.1%     | \$ 479,228   | 0.0%      | \$ -         | 9.3%      | \$ 248,562   | 0.4%  | \$ 12,294    | 9.2%  | \$ 258,781   | 4.3%  | \$ 87,940    |
| Charity as a % of Gross Revenue      | < 2%         | 0.4%      | \$ 10,166    | 0.0%      | \$ -         | 0.4%      | \$ 10,046    | 0.0%  | \$ -         | 0.1%  | \$ 1,995     | 0.0%  | \$ 458       |

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.

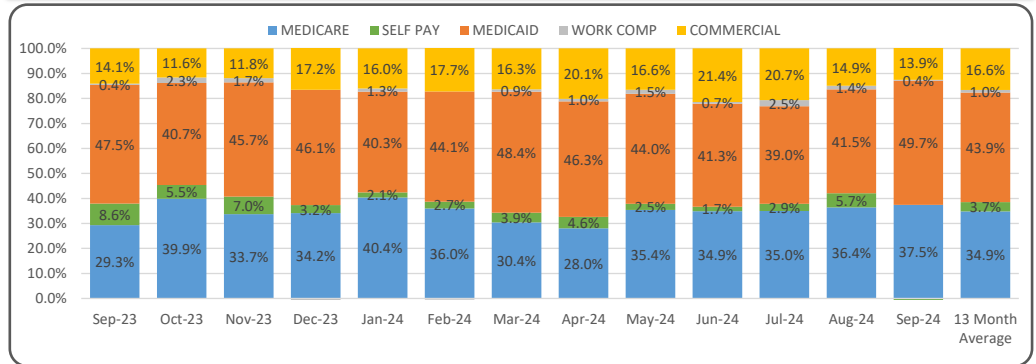
# GROSS REVENUE

| PAYER                        | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24       | May-24       | Jun-24       | Jul-24       | Aug-24       | Sep-24       | 13 Month Average |
|------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| <b>MEDICARE</b>              | \$ 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 | \$ 770,633   | \$ 819,251       |
| <b>MEDICAID</b>              | \$ 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 | \$ 1,021,646 | \$ 1,031,460     |
| <b>COMMERCIAL</b>            | \$ 271,079   | \$ 247,190   | \$ 241,360   | \$ 413,697   | \$ 402,037   | \$ 429,688   | \$ 329,806   | \$ 456,749   | \$ 398,468   | \$ 572,709   | \$ 597,354   | \$ 420,987   | \$ 285,774   | \$ 389,762       |
| <b>WORK COMP</b>             | \$ 8,619     | \$ 48,010    | \$ 35,245    | \$ (17,130)  | \$ 32,033    | \$ (12,352)  | \$ 18,728    | \$ 22,422    | \$ 37,168    | \$ 17,509    | \$ 71,038    | \$ 39,727    | \$ 7,412     | \$ 23,725        |
| <b>SELF PAY</b>              | \$ 164,957   | \$ 117,250   | \$ 143,534   | \$ 76,560    | \$ 51,516    | \$ 65,067    | \$ 78,384    | \$ 103,370   | \$ 59,510    | \$ 46,514    | \$ 83,996    | \$ 161,258   | \$ (28,505)  | \$ 86,416        |
| <b>TOTAL</b>                 | \$ 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 | \$ 2,056,960 | \$ 2,350,614     |
| <b>AVERAGE DAILY REVENUE</b> | \$ 55,829    | \$ 61,407    | \$ 65,484    | \$ 71,410    | \$ 75,499    | \$ 80,565    | \$ 76,379    | \$ 74,568    | \$ 72,769    | \$ 80,737    | \$ 86,649    | \$ 91,141    | \$ 84,439    | \$ 75,144        |

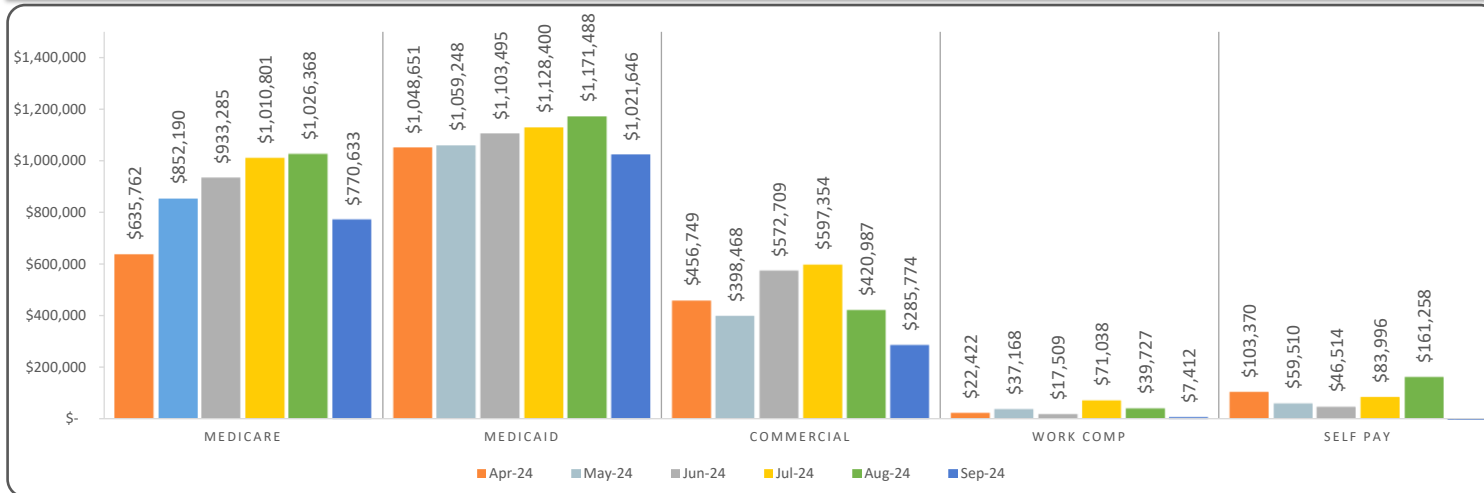
## Gross Revenue



## Payer Mix



## Revenue Trending By Payer

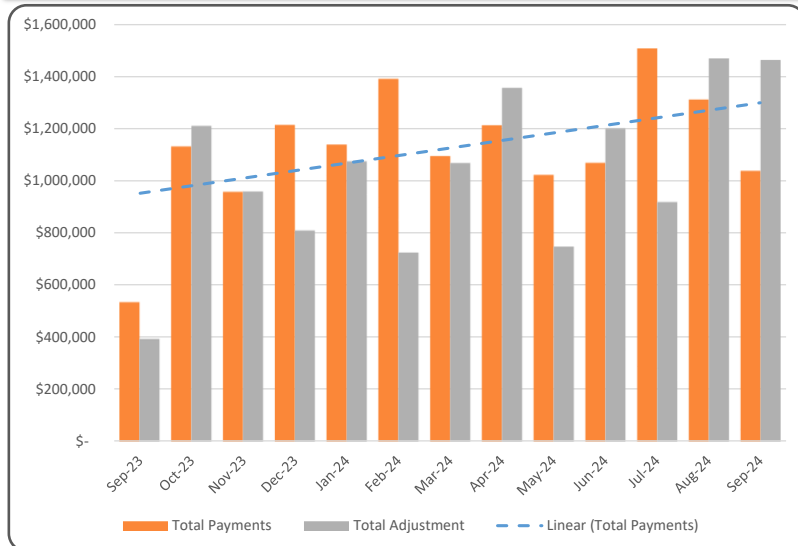




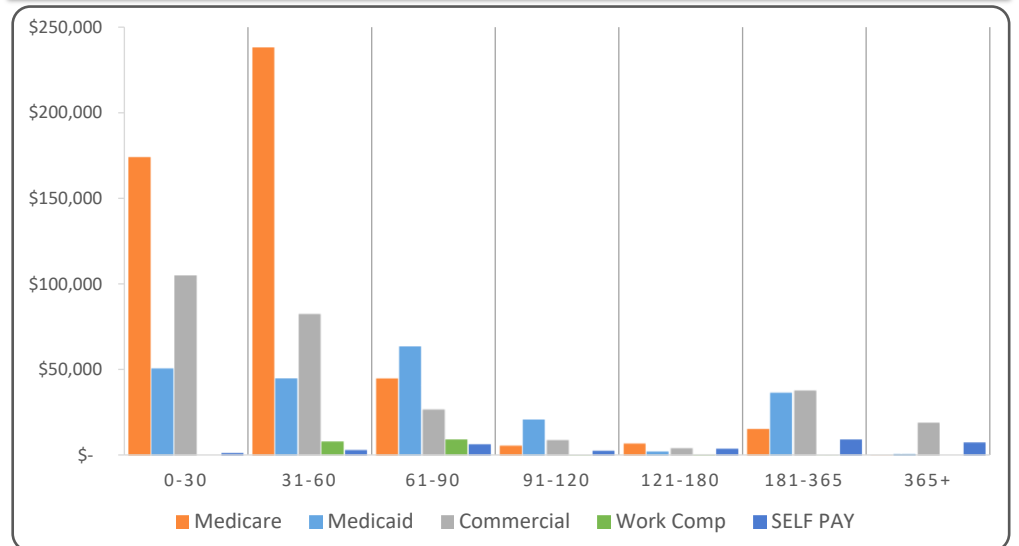
# CASH DETAIL

| PAYER                | Sep-23     | Oct-23       | Nov-23     | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24       | May-24       | Jun-24       | Jul-24       | Aug-24       | Sep-24       | 13 Month Average |
|----------------------|------------|--------------|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| <b>MEDICARE</b>      |            |              |            |              |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 303,327 | \$ 572,057   | \$ 539,621 | \$ 656,043   | \$ 661,118   | \$ 918,553   | \$ 534,506   | \$ 693,621   | \$ 604,561   | \$ 616,646   | \$ 735,187   | \$ 580,619   | \$ 485,722   | \$ 607,814       |
| Adjustments          | \$ 40,065  | \$ 133,024   | \$ 129,515 | \$ 2,826     | \$ 137,240   | \$ (178,481) | \$ 75,696    | \$ 137,172   | \$ (91,180)  | \$ 291,465   | \$ (101,465) | \$ 197,964   | \$ 304,154   | \$ 82,923        |
| Collection %         | 88%        | 81%          | 81%        | 100%         | 83%          | 124%         | 88%          | 83%          | 118%         | 68%          | 116%         | 75%          | 61%          | 90%              |
| <b>MEDICAID</b>      |            |              |            |              |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 92,296  | \$ 313,889   | \$ 229,010 | \$ 310,938   | \$ 242,089   | \$ 202,951   | \$ 308,231   | \$ 239,691   | \$ 164,030   | \$ 97,940    | \$ 262,500   | \$ 206,411   | \$ 219,069   | \$ 222,234       |
| Adjustments          | \$ 295,314 | \$ 971,132   | \$ 641,672 | \$ 700,680   | \$ 799,319   | \$ 712,729   | \$ 868,417   | \$ 639,713   | \$ 701,030   | \$ 503,340   | \$ 816,511   | \$ 800,470   | \$ 893,473   | \$ 718,754       |
| Collection %         | 24%        | 24%          | 26%        | 31%          | 23%          | 22%          | 26%          | 27%          | 19%          | 16%          | 24%          | 21%          | 20%          | 23%              |
| <b>COMMERCIAL</b>    |            |              |            |              |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 116,675 | \$ 186,852   | \$ 134,200 | \$ 193,457   | \$ 184,950   | \$ 235,389   | \$ 189,706   | \$ 235,808   | \$ 216,262   | \$ 305,316   | \$ 440,497   | \$ 449,082   | \$ 283,770   | \$ 243,997       |
| Adjustments          | \$ 49,900  | \$ 73,180    | \$ 59,182  | \$ 74,621    | \$ 67,238    | \$ 112,836   | \$ 92,883    | \$ 76,097    | \$ 116,244   | \$ 116,014   | \$ 169,693   | \$ 174,513   | \$ 133,709   | \$ 101,239       |
| Collection %         | 70%        | 72%          | 69%        | 72%          | 73%          | 68%          | 67%          | 76%          | 65%          | 72%          | 72%          | 72%          | 68%          | 71%              |
| <b>WORK COMP</b>     |            |              |            |              |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 2,990   | \$ 18,118    | \$ 7,910   | \$ 30,109    | \$ 13,561    | \$ 4,542     | \$ 31,805    | \$ 10,514    | \$ 12,100    | \$ 17,155    | \$ 17,492    | \$ 23,885    | \$ 16,949    | \$ 15,933        |
| Adjustments          | \$ 2,489   | \$ 4,838     | \$ 739     | \$ 24,588    | \$ 5,401     | \$ 2,553     | \$ 8,362     | \$ 5,425     | \$ 8,259     | \$ 3,256     | \$ 3,666     | \$ 6,483     | \$ 3,263     | \$ 6,102         |
| Collection %         | 55%        | 79%          | 91%        | 55%          | 72%          | 64%          | 79%          | 66%          | 59%          | 84%          | 83%          | 79%          | 84%          | 73%              |
| <b>SELF PAY</b>      |            |              |            |              |              |              |              |              |              |              |              |              |              |                  |
| Payments             | \$ 20,294  | \$ 40,894    | \$ 47,308  | \$ 24,138    | \$ 37,492    | \$ 29,727    | \$ 31,640    | \$ 33,463    | \$ 26,645    | \$ 32,275    | \$ 51,271    | \$ 51,107    | \$ 32,300    | \$ 35,273        |
| Bad Debt Recoveries  | \$ -       | \$ -         | \$ -       | \$ -         | \$ -         | \$ -         | \$ -         | \$ -         | \$ -         | \$ 503       | \$ 357       | \$ -         | \$ 1,128     | \$ 153           |
| Adjustments          | \$ 5,797   | \$ 23,642    | \$ 19,912  | \$ 7,961     | \$ 9,710     | \$ 12,066    | \$ 14,080    | \$ 8,917     | \$ 14,342    | \$ 28,485    | \$ 19,435    | \$ 28,368    | \$ 40,613    | \$ 17,948        |
| Charity Care         | \$ 1,705   | \$ 5,068     | \$ -       | \$ -         | \$ 56,527    | \$ 10,025    | \$ 9,508     | \$ 10,166    | \$ -         | \$ 10,046    | \$ -         | \$ 1,995     | \$ 458       | \$ 8,115         |
| Bad Debt             | \$ -       | \$ -         | \$ 108,610 | \$ -         | \$ -         | \$ 54,417    | \$ -         | \$ 479,228   | \$ -         | \$ 248,562   | \$ 12,294    | \$ 258,781   | \$ 87,940    | \$ 96,141        |
| Total SP Adjustments | \$ 7,502   | \$ 28,710    | \$ 128,522 | \$ 7,961     | \$ 66,236    | \$ 76,509    | \$ 23,588    | \$ 498,311   | \$ 14,342    | \$ 287,093   | \$ 31,729    | \$ 289,144   | \$ 129,011   | \$ 122,205       |
| Collection %         | 73%        | 59%          | 27%        | 75%          | 36%          | 28%          | 57%          | 6%           | 65%          | 10%          | 62%          | 15%          | 20%          | 41%              |
| <b>TOTAL</b>         |            |              |            |              |              |              |              |              |              |              |              |              |              |                  |
| Total Payments       | \$ 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 | \$ 1,038,937 | \$ 1,125,405     |
| Total Adjustment     | \$ 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 | \$ 1,463,610 | \$ 909,018       |
| Total Collection %   | 58%        | 48%          | 50%        | 60%          | 51%          | 66%          | 51%          | 47%          | 58%          | 47%          | 62%          | 47%          | 42%          | 53%              |

## Cash & Adjustment Trending

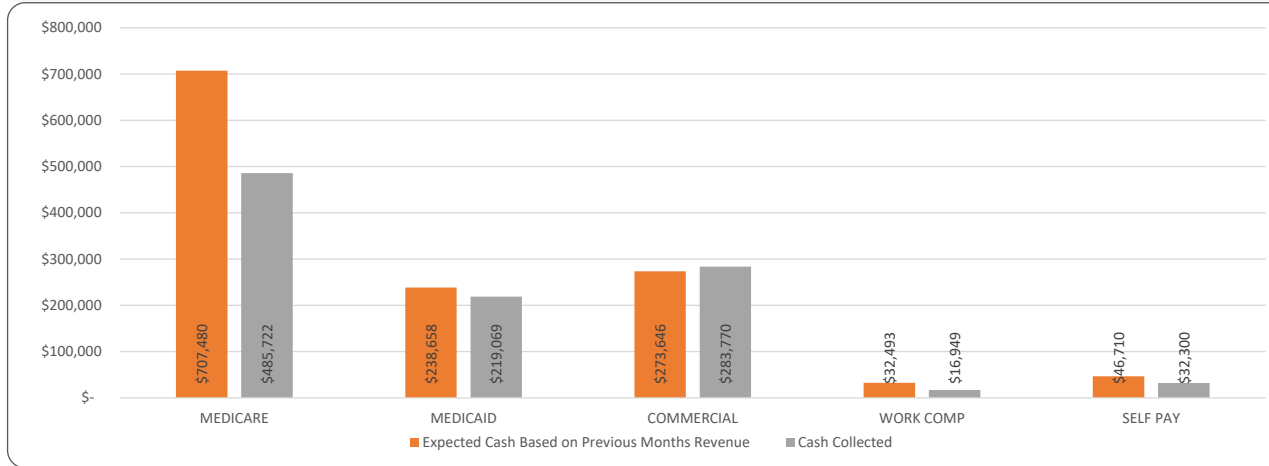


## Cash Collections by Discharge Date

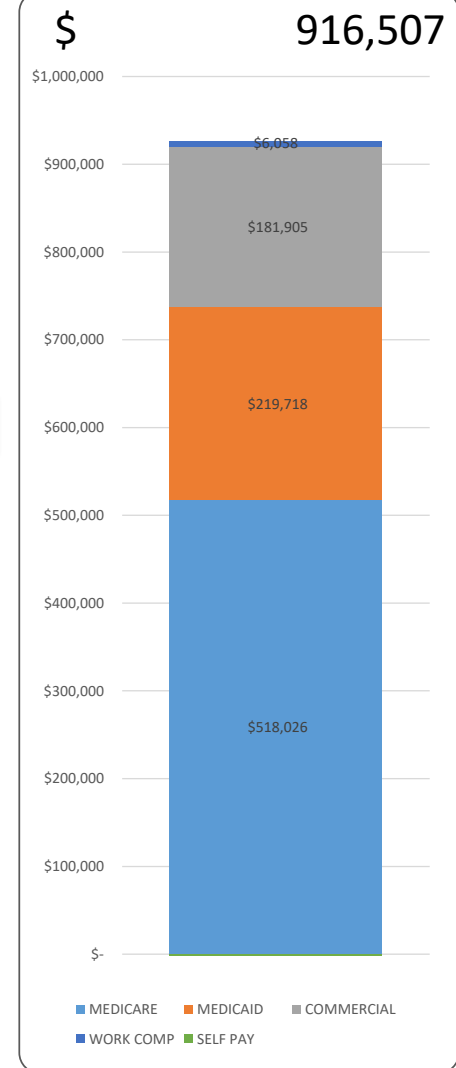


# CASH FORECASTING

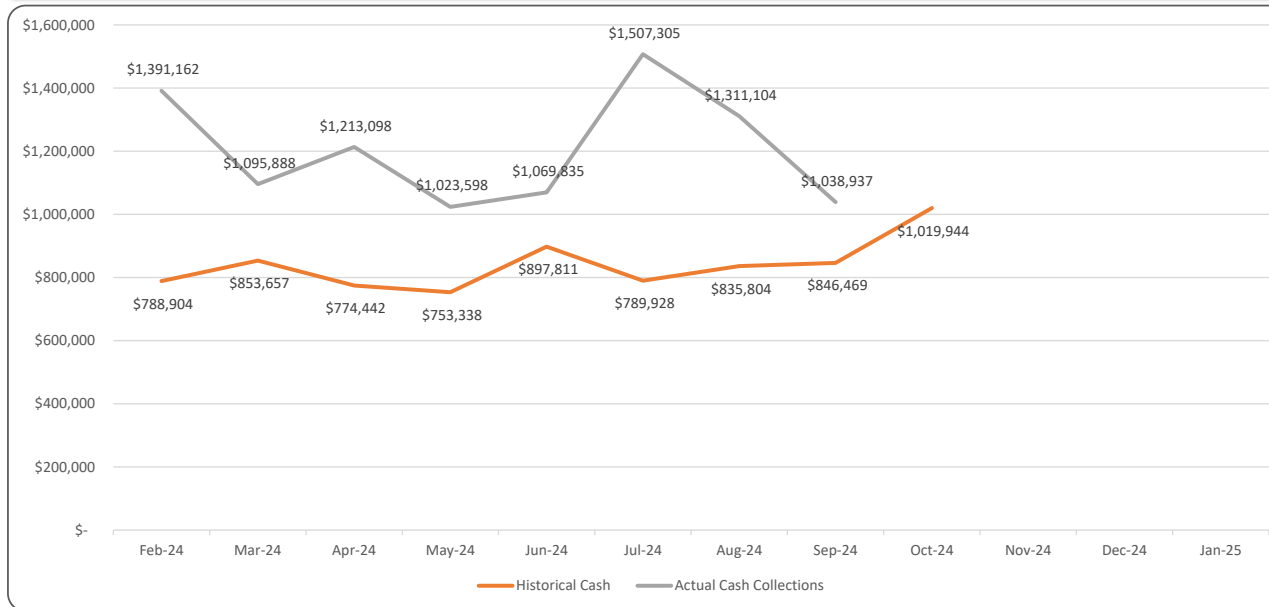
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



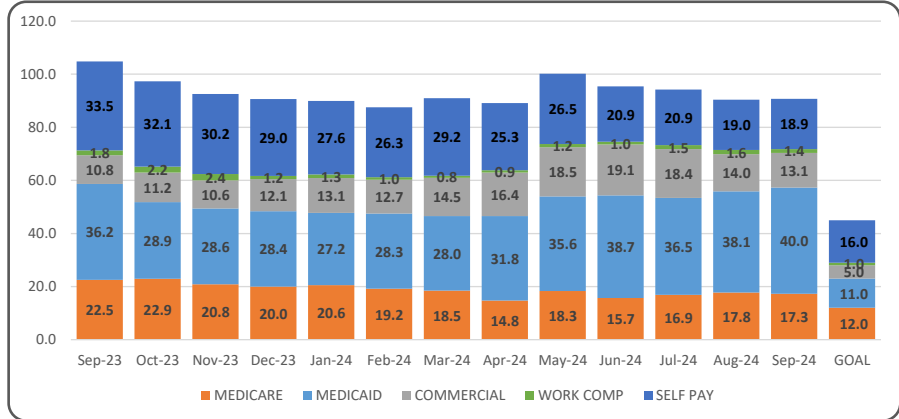
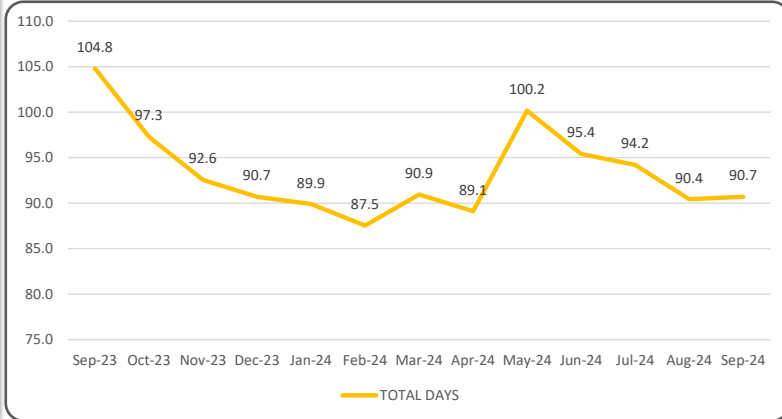
Actual Cash vs Historical Average Collections



# ACCOUNTS RECEIVABLE

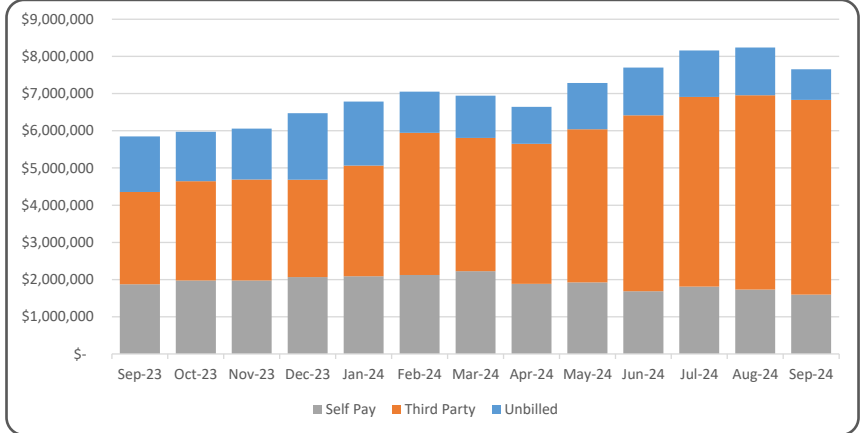
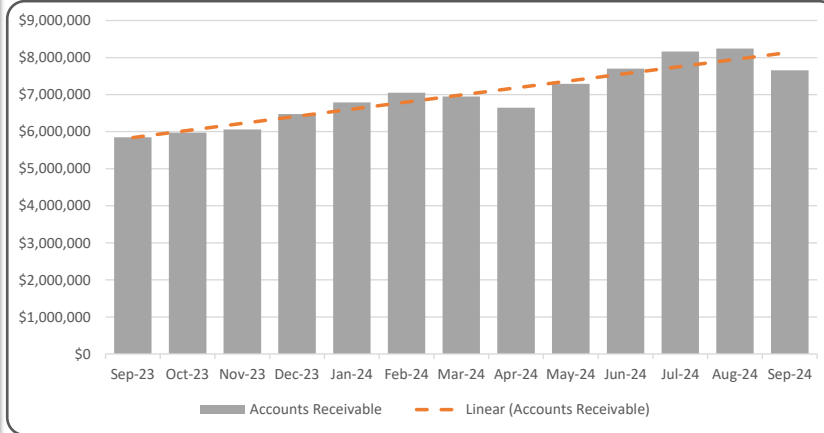
| PAYER             | Sep-23       | Oct-23      | Nov-23      | Dec-23      | Jan-24      | Feb-24      | Mar-24      | Apr-24      | May-24       | Jun-24      | Jul-24      | Aug-24      | Sep-24      | 13 Month Average |
|-------------------|--------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|-------------|------------------|
| MEDICARE          | 22.5         | 22.9        | 20.8        | 20.0        | 20.6        | 19.2        | 18.5        | 14.8        | 18.3         | 15.7        | 16.9        | 17.8        | 17.3        | 18.9             |
| MEDICAID          | 36.2         | 28.9        | 28.6        | 28.4        | 27.2        | 28.3        | 28.0        | 31.8        | 35.6         | 38.7        | 36.5        | 38.1        | 40.0        | 32.8             |
| COMMERCIAL        | 10.8         | 11.2        | 10.6        | 12.1        | 13.1        | 12.7        | 14.5        | 16.4        | 18.5         | 19.1        | 18.4        | 14.0        | 13.1        | 14.2             |
| WORK COMP         | 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         | 1.4              |
| SELF PAY          | 33.5         | 32.1        | 30.2        | 29.0        | 27.6        | 26.3        | 29.2        | 25.3        | 26.5         | 20.9        | 20.9        | 19.0        | 18.9        | 26.1             |
| <b>TOTAL DAYS</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>90.7</b> | <b>93.4</b>      |

AR Days



| PAYER        | Sep-23              | Oct-23              | Nov-23              | Dec-23              | Jan-24              | Feb-24              | Mar-24              | Apr-24              | May-24              | Jun-24              | Jul-24              | Aug-24              | Sep-24              | 13 Month Average    |
|--------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| MEDICARE     | \$ 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        | \$ 1,459,766        | \$ 1,401,343        |
| MEDICAID     | \$ 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        | \$ 3,377,173        | \$ 2,482,476        |
| COMMERCIAL   | \$ 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        | \$ 1,106,133        | \$ 1,081,288        |
| WORK COMP    | \$ 101,908          | \$ 133,125          | \$ 155,295          | \$ 87,612           | \$ 100,345          | \$ 76,676           | \$ 58,713           | \$ 66,783           | \$ 87,299           | \$ 82,043           | \$ 132,192          | \$ 141,749          | \$ 117,270          | \$ 103,155          |
| SELF PAY     | \$ 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        | \$ 1,597,324        | \$ 1,919,900        |
| <b>TOTAL</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>\$ 7,657,667</b> | <b>\$ 6,988,161</b> |

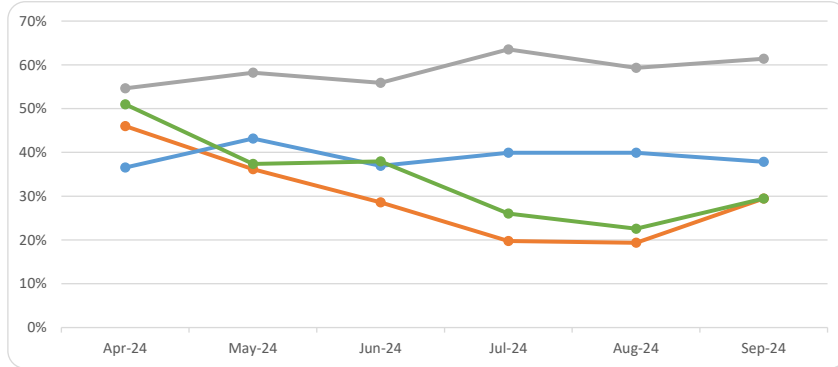
AR Balance



# ACCOUNTS RECEIVABLE AGING

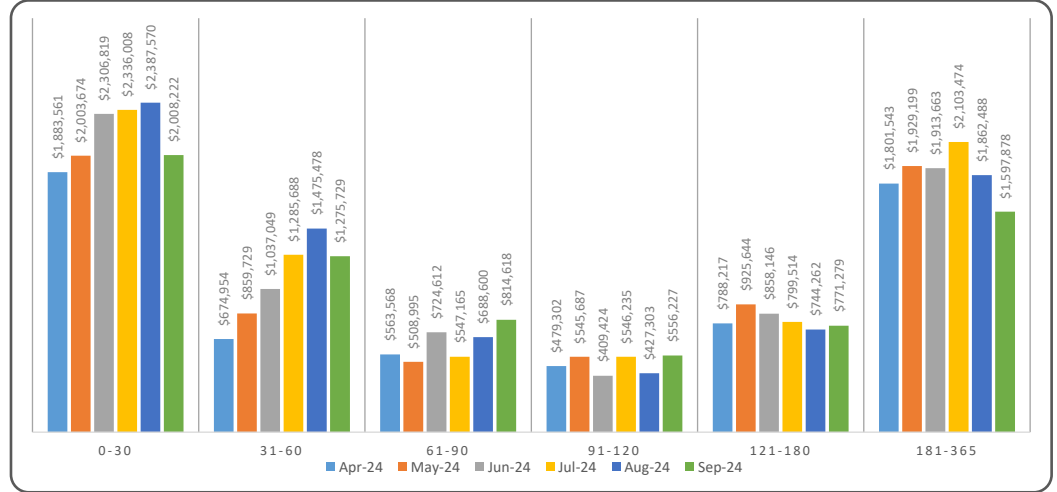
|                            | 0-30 Days  |                     | 31-60 Days |                     | 61-90 Days |                   | 91-120 Days |                   | 121-180 Days |                   | 181-365 Days |                     | 366+ Days   |                   | Grand Totals |                     |
|----------------------------|------------|---------------------|------------|---------------------|------------|-------------------|-------------|-------------------|--------------|-------------------|--------------|---------------------|-------------|-------------------|--------------|---------------------|
|                            | # Acts     | \$                  | # Acts     | \$                  | # Acts     | \$                | # Acts      | \$                | # Acts       | \$                | # Acts       | \$                  | # Acts      | \$                | # Acts       | \$                  |
| <b>MEDICARE</b>            |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 257        | \$ 663,507          | 58         | \$ 239,784          | 38         | \$ 133,281        | 32          | \$ 129,983        | 26           | \$ 80,326         | 69           | \$ 197,936          | 19          | \$ 24,754         | 499          | \$ 1,469,572        |
| Credit                     | 0          | \$ -                | 0          | \$ -                | 2          | \$ (2,268)        | 0           | \$ -              | 2            | \$ (470)          | 4            | \$ (1,113)          | 1           | \$ (5,954)        | 9            | \$ (9,806)          |
| <b>TOTAL</b>               | <b>257</b> | <b>\$ 663,507</b>   | <b>58</b>  | <b>\$ 239,784</b>   | <b>40</b>  | <b>\$ 131,013</b> | <b>32</b>   | <b>\$ 129,983</b> | <b>28</b>    | <b>\$ 79,856</b>  | <b>73</b>    | <b>\$ 196,823</b>   | <b>20</b>   | <b>\$ 18,800</b>  | <b>508</b>   | <b>\$ 1,459,766</b> |
| <b>MEDICAID</b>            |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 245        | \$ 997,522          | 195        | \$ 770,565          | 161        | \$ 333,462        | 132         | \$ 262,974        | 145          | \$ 308,123        | 272          | \$ 570,673          | 84          | \$ 138,824        | 1234         | \$ 3,382,144        |
| Credit                     | 0          | \$ -                | 0          | \$ -                | 0          | \$ (1)            | 3           | \$ (387)          | 5            | \$ (502)          | 23           | \$ (3,071)          | 10          | \$ (1,009)        | 41           | \$ (4,970)          |
| <b>TOTAL</b>               | <b>245</b> | <b>\$ 997,522</b>   | <b>195</b> | <b>\$ 770,565</b>   | <b>161</b> | <b>\$ 333,461</b> | <b>135</b>  | <b>\$ 262,588</b> | <b>150</b>   | <b>\$ 307,621</b> | <b>295</b>   | <b>\$ 567,602</b>   | <b>94</b>   | <b>\$ 137,814</b> | <b>1275</b>  | <b>\$ 3,377,173</b> |
| <b>COMMERCIAL</b>          |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 150        | \$ 212,606          | 111        | \$ 114,483          | 110        | \$ 128,118        | 77          | \$ 69,402         | 109          | \$ 130,708        | 186          | \$ 394,452          | 93          | \$ 128,930        | 836          | \$ 1,178,698        |
| Credit                     | 0          | \$ (110)            | 1          | \$ (588)            | 7          | \$ (1,514)        | 2           | \$ (876)          | 2            | \$ (1,452)        | 23           | \$ (16,184)         | 208         | \$ (51,841)       | 243          | \$ (72,565)         |
| <b>TOTAL</b>               | <b>150</b> | <b>\$ 212,496</b>   | <b>112</b> | <b>\$ 113,895</b>   | <b>117</b> | <b>\$ 126,603</b> | <b>79</b>   | <b>\$ 68,526</b>  | <b>111</b>   | <b>\$ 129,256</b> | <b>209</b>   | <b>\$ 378,268</b>   | <b>301</b>  | <b>\$ 77,089</b>  | <b>1079</b>  | <b>\$ 1,106,133</b> |
| <b>WORK COMP</b>           |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 9          | \$ 12,462           | 17         | \$ 31,451           | 29         | \$ 40,710         | 16          | \$ 13,742         | 6            | \$ 9,527          | 3            | \$ 8,141            | 3           | \$ 3,893          | 83           | \$ 119,926          |
| Credit                     | 0          | \$ -                | 0          | \$ -                | 0          | \$ -              | 0           | \$ -              | 0            | \$ -              | 1            | \$ (414)            | 13          | \$ (2,241)        | 14           | \$ (2,655)          |
| <b>TOTAL</b>               | <b>9</b>   | <b>\$ 12,462</b>    | <b>17</b>  | <b>\$ 31,451</b>    | <b>29</b>  | <b>\$ 40,710</b>  | <b>16</b>   | <b>\$ 13,742</b>  | <b>6</b>     | <b>\$ 9,527</b>   | <b>4</b>     | <b>\$ 7,727</b>     | <b>16</b>   | <b>\$ 1,651</b>   | <b>97</b>    | <b>\$ 117,270</b>   |
| <b>SELF PAY</b>            |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 56         | \$ 123,981          | 113        | \$ 120,469          | 105        | \$ 184,308        | 87          | \$ 83,111         | 165          | \$ 248,051        | 306          | \$ 453,585          | 475         | \$ 418,882        | 1307         | \$ 1,632,386        |
| Credit                     | 8          | \$ (1,745)          | 0          | \$ (435)            | 1          | \$ (1,478)        | 1           | \$ (1,723)        | 5            | \$ (3,032)        | 10           | \$ (6,126)          | 267         | \$ (20,522)       | 292          | \$ (35,061)         |
| <b>TOTAL</b>               | <b>64</b>  | <b>\$ 122,236</b>   | <b>113</b> | <b>\$ 120,034</b>   | <b>106</b> | <b>\$ 182,830</b> | <b>88</b>   | <b>\$ 81,387</b>  | <b>170</b>   | <b>\$ 245,019</b> | <b>316</b>   | <b>\$ 447,458</b>   | <b>742</b>  | <b>\$ 398,360</b> | <b>1599</b>  | <b>\$ 1,597,324</b> |
| <b>ACCOUNTS RECEIVABLE</b> |            |                     |            |                     |            |                   |             |                   |              |                   |              |                     |             |                   |              |                     |
| Non-Credit                 | 717        | \$ 2,010,077        | 494        | \$ 1,276,752        | 443        | \$ 819,879        | 344         | \$ 559,213        | 451          | \$ 776,735        | 836          | \$ 1,624,787        | 674         | \$ 715,283        | 3959         | \$ 7,782,725        |
| Credit                     | 8          | \$ (1,855)          | 1          | \$ (1,023)          | 10         | \$ (5,262)        | 6           | \$ (2,986)        | 14           | \$ (5,456)        | 61           | \$ (26,909)         | 499         | \$ (81,568)       | 599          | \$ (125,058)        |
| <b>GRAND TOTAL</b>         | <b>725</b> | <b>\$ 2,008,222</b> | <b>495</b> | <b>\$ 1,275,729</b> | <b>453</b> | <b>\$ 814,618</b> | <b>350</b>  | <b>\$ 556,227</b> | <b>465</b>   | <b>\$ 771,279</b> | <b>897</b>   | <b>\$ 1,597,878</b> | <b>1173</b> | <b>\$ 633,715</b> | <b>4558</b>  | <b>\$ 7,657,667</b> |

## Aged Over 90 Days Trending (excluding Credits)



|            | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 |
|------------|--------|--------|--------|--------|--------|--------|
| Medicare   | 46.0%  | 36.2%  | 28.6%  | 19.8%  | 19.4%  | 29.5%  |
| Medicaid   | 36.5%  | 43.2%  | 36.9%  | 39.9%  | 39.9%  | 37.9%  |
| Commercial | 54.6%  | 58.2%  | 55.9%  | 63.5%  | 59.3%  | 61.4%  |
| Work Comp  | 51.0%  | 37.4%  | 37.9%  | 26.0%  | 22.6%  | 29.4%  |

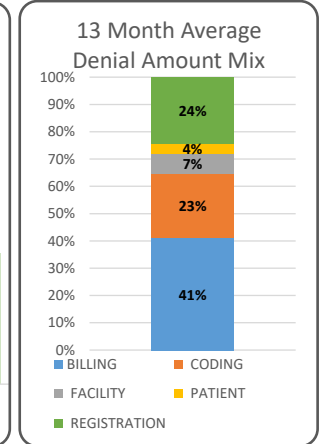
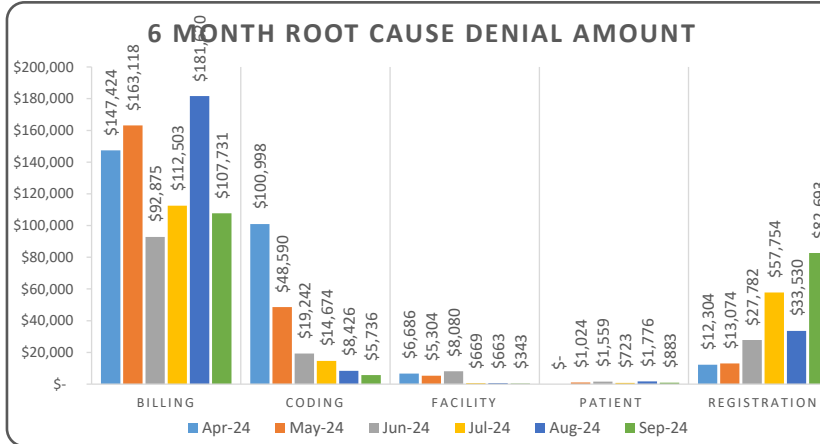
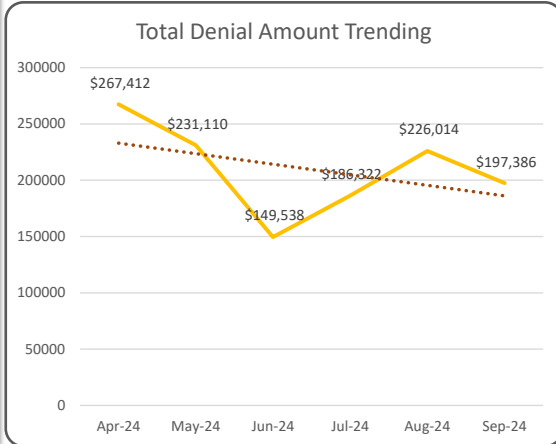
## 6 Month Aging



# DENIAL MANAGEMENT

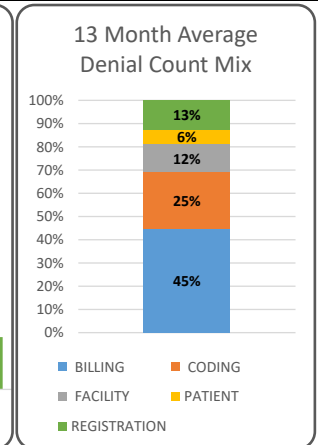
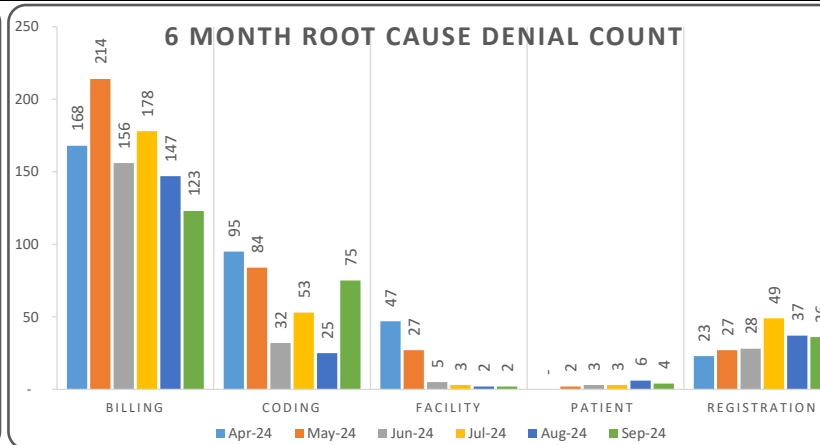
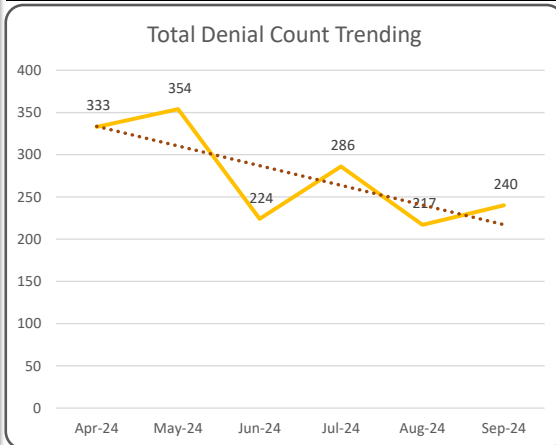
Denial Amount

| AMOUNT       | Sep-23            | Oct-23            | Nov-23            | Dec-23           | Jan-24            | Feb-24            | Mar-24            | Apr-24            | May-24            | Jun-24            | Jul-24            | Aug-24            | Sep-24            | 13 Month Average  |
|--------------|-------------------|-------------------|-------------------|------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| BILLING      | \$ 14,532         | \$ 23,169         | \$ 57,603         | \$ (28,742)      | \$ 67,372         | \$ 64,683         | \$ 102,328        | \$ 147,424        | \$ 163,118        | \$ 92,875         | \$ 112,503        | \$ 181,620        | \$ 107,731        | \$ 85,094         |
| CODING       | \$ 82,600         | \$ 125,103        | \$ 41,055         | \$ 7,806         | \$ 14,432         | \$ 59,832         | \$ 104,199        | \$ 100,998        | \$ 48,590         | \$ 19,242         | \$ 14,674         | \$ 8,426          | \$ 5,736          | \$ 48,669         |
| FACILITY     | \$ 3,773          | \$ 599            | \$ 59,842         | \$ 57,620        | \$ 23,485         | \$ 20,511         | \$ 9,808          | \$ 6,686          | \$ 5,304          | \$ 8,080          | \$ 669            | \$ 663            | \$ 343            | \$ 15,183         |
| PATIENT      | \$ 407            | \$ 24,606         | \$ 14,699         | \$ 4,347         | \$ 40,316         | \$ 9,267          | \$ 3,976          | \$ -              | \$ 1,024          | \$ 1,559          | \$ 723            | \$ 1,776          | \$ 883            | \$ 7,968          |
| REGISTRATION | \$ 58,303         | \$ 171,363        | \$ 12,651         | \$ 21,850        | \$ 9,369          | \$ 94,713         | \$ 58,997         | \$ 12,304         | \$ 13,074         | \$ 27,782         | \$ 57,754         | \$ 33,530         | \$ 82,693         | \$ 50,337         |
| <b>TOTAL</b> | <b>\$ 159,615</b> | <b>\$ 344,840</b> | <b>\$ 185,849</b> | <b>\$ 62,881</b> | <b>\$ 154,975</b> | <b>\$ 249,006</b> | <b>\$ 279,308</b> | <b>\$ 267,412</b> | <b>\$ 231,110</b> | <b>\$ 149,538</b> | <b>\$ 186,322</b> | <b>\$ 226,014</b> | <b>\$ 197,386</b> | <b>\$ 207,251</b> |



Denial Count

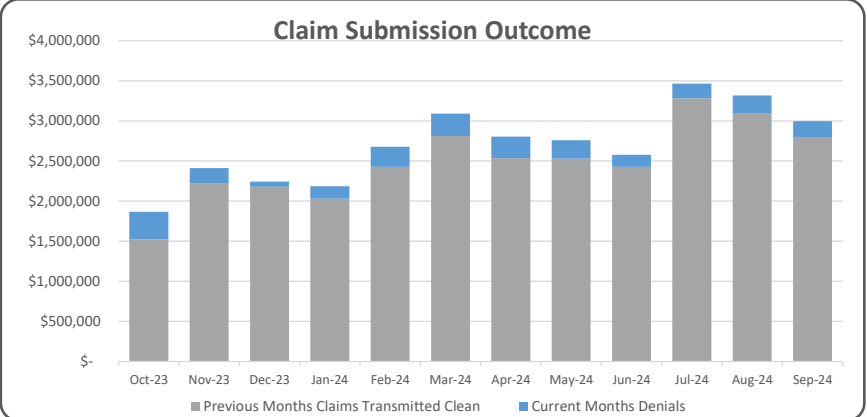
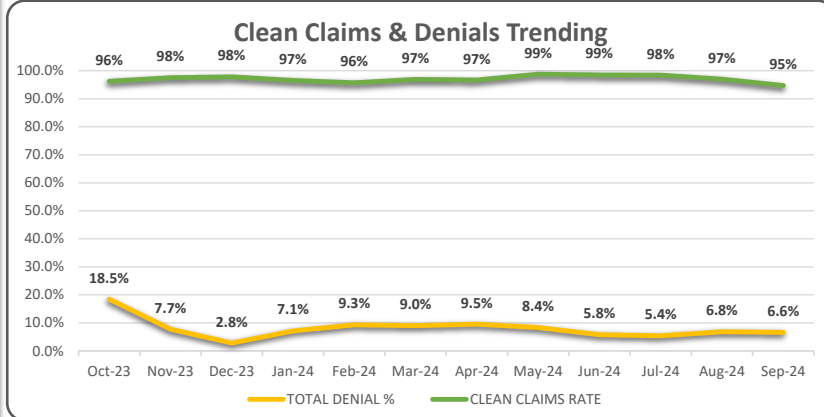
| COUNT        | Sep-23     | Oct-23     | Nov-23     | Dec-23     | Jan-24     | Feb-24     | Mar-24     | Apr-24     | May-24     | Jun-24     | Jul-24     | Aug-24     | Sep-24     | 13 Month Average |
|--------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------|
| BILLING      | 21         | 69         | 103        | 48         | 82         | 42         | 49         | 168        | 214        | 156        | 178        | 147        | 123        | 108              |
| CODING       | 53         | 73         | 31         | 22         | 13         | 123        | 100        | 95         | 84         | 32         | 53         | 25         | 75         | 60               |
| FACILITY     | 6          | 1          | 54         | 16         | 52         | 98         | 53         | 47         | 27         | 5          | 3          | 2          | 2          | 28               |
| PATIENT      | 1          | 10         | 12         | 25         | 116        | 8          | 12         | -          | 2          | 3          | 3          | 6          | 4          | 16               |
| REGISTRATION | 27         | 57         | 15         | 31         | 7          | 37         | 20         | 23         | 27         | 28         | 49         | 37         | 36         | 30               |
| <b>TOTAL</b> | <b>108</b> | <b>210</b> | <b>215</b> | <b>142</b> | <b>270</b> | <b>308</b> | <b>234</b> | <b>333</b> | <b>354</b> | <b>224</b> | <b>286</b> | <b>217</b> | <b>240</b> | <b>242</b>       |



# CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

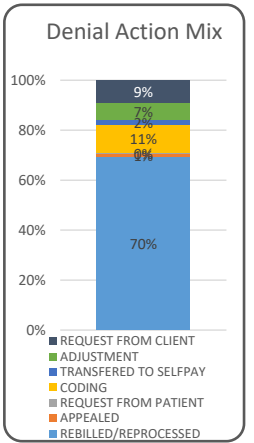
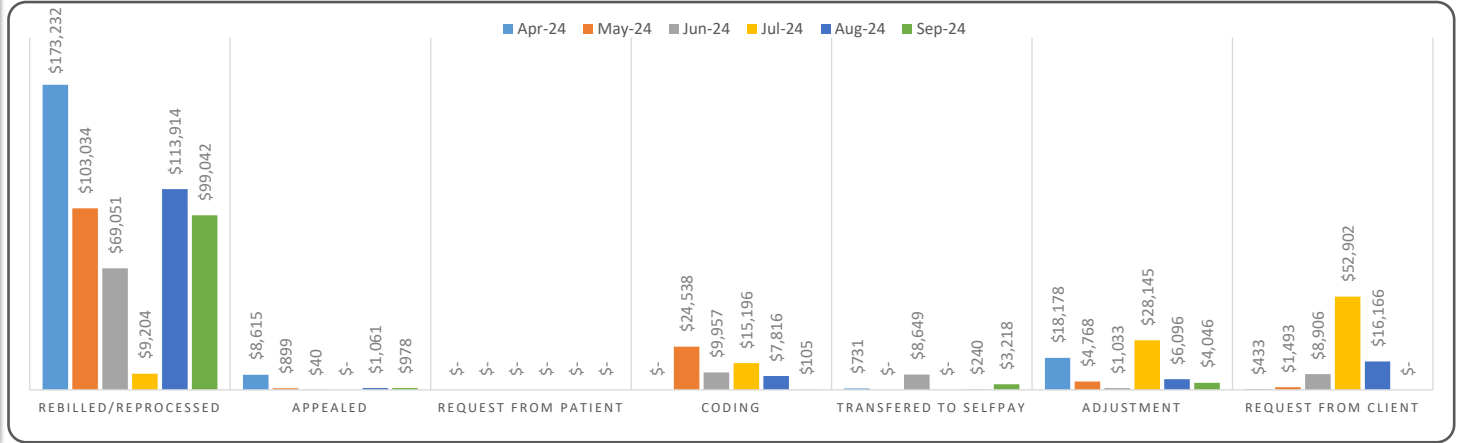
Denial & Clean Claim Trending

|  | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24       | May-24       | Jun-24       | Jul-24       | Aug-24       | Sep-24       | 13 Month Average |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| <b>DENIAL AMOUNT</b>                       | \$ 159,615   | \$ 344,840   | \$ 185,849   | \$ 62,881    | \$ 154,975   | \$ 249,006   | \$ 279,308   | \$ 267,412   | \$ 231,110   | \$ 149,538   | \$ 186,322   | \$ 226,014   | \$ 197,386   | \$ 207,251       |
| <b>PREVIOUS MONTH'S TRANSMITTED CLAIMS</b> | \$ 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 | \$ 2,996,389 | \$ 2,603,827     |
| <b>TOTAL DENIAL %</b>                      | 11.0%        | 18.5%        | 7.7%         | 2.8%         | 7.1%         | 9.3%         | 9.0%         | 9.5%         | 8.4%         | 5.8%         | 5.4%         | 6.8%         | 6.6%         | 8.3%             |
| <b>CLEAN CLAIMS RATE</b>                   | 97%          | 96%          | 98%          | 98%          | 97%          | 96%          | 97%          | 97%          | 99%          | 99%          | 98%          | 97%          | 95%          | 97%              |



Action Taken on Denials

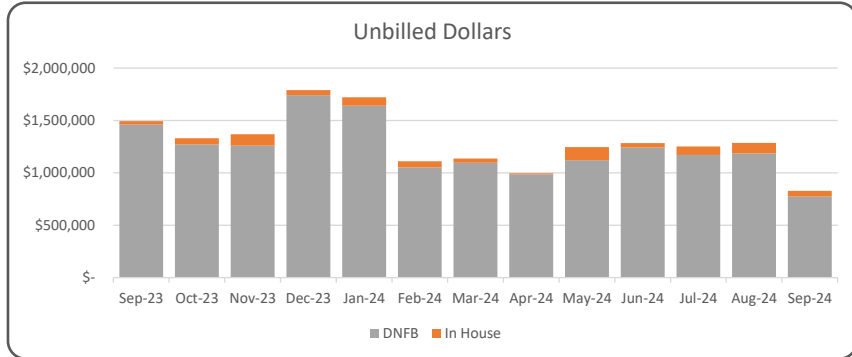
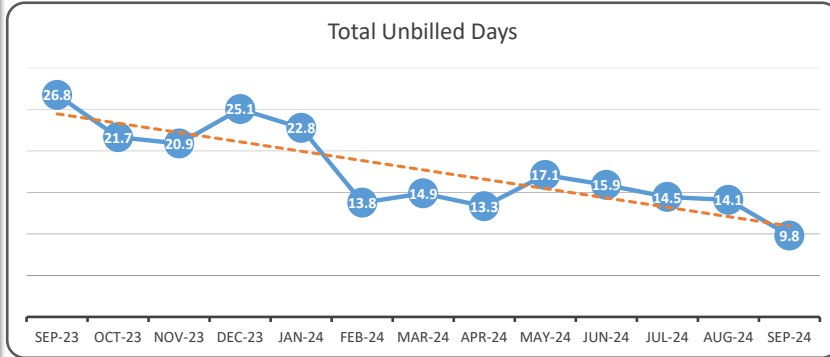
| DENIAL ACTION                 | Sep-23     | Oct-23     | Nov-23     | Dec-23    | Jan-24     | Feb-24     | Mar-24     | Apr-24     | May-24     | Jun-24    | Jul-24     | Aug-24     | Sep-24     | 13 Month Average |
|-------------------------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|-----------|------------|------------|------------|------------------|
| <b>REBILLED/REPROCESSED</b>   | \$ 21,181  | \$ 240,169 | \$ 107,339 | \$ 31,003 | \$ 97,434  | \$ 212,101 | \$ 240,616 | \$ 173,232 | \$ 103,034 | \$ 69,051 | \$ 9,204   | \$ 113,914 | \$ 99,042  | \$ 116,717       |
| <b>APPEALED</b>               | \$ 1,355   | \$ -       | \$ -       | \$ -      | \$ -       | \$ 1,555   | \$ 8,306   | \$ 8,615   | \$ 899     | \$ 40     | \$ -       | \$ 1,061   | \$ 978     | \$ 1,755         |
| <b>REQUEST FROM PATIENT</b>   | \$ -       | \$ -       | \$ -       | \$ -      | \$ -       | \$ 10,408  | \$ -       | \$ -       | \$ -       | \$ -      | \$ -       | \$ -       | \$ -       | \$ 801           |
| <b>CODING</b>                 | \$ 75,684  | \$ 70,743  | \$ 2,098   | \$ 3,052  | \$ 34,614  | \$ -       | \$ -       | \$ -       | \$ 24,538  | \$ 9,957  | \$ 15,196  | \$ 7,816   | \$ 105     | \$ 18,754        |
| <b>TRANSFERRED TO SELFPAY</b> | \$ -       | \$ 3,542   | \$ 3,856   | \$ -      | \$ 23,609  | \$ 523     | \$ 2,334   | \$ 731     | \$ -       | \$ 8,649  | \$ -       | \$ 240     | \$ 3,218   | \$ 3,592         |
| <b>ADJUSTMENT</b>             | \$ 7,028   | \$ 30,387  | \$ 3,436   | \$ 8,001  | \$ 8,089   | \$ 4,789   | \$ 18,700  | \$ 18,178  | \$ 4,768   | \$ 1,033  | \$ 28,145  | \$ 6,096   | \$ 4,046   | \$ 10,977        |
| <b>REQUEST FROM CLIENT</b>    | \$ 54,368  | \$ -       | \$ 291     | \$ 20,823 | \$ 14,875  | \$ 19,630  | \$ 9,506   | \$ 433     | \$ 1,493   | \$ 8,906  | \$ 52,902  | \$ 16,166  | \$ -       | \$ 15,338        |
| <b>TOTAL</b>                  | \$ 159,615 | \$ 344,842 | \$ 117,020 | \$ 62,880 | \$ 178,621 | \$ 249,006 | \$ 279,461 | \$ 201,189 | \$ 134,732 | \$ 97,637 | \$ 105,447 | \$ 145,293 | \$ 107,389 | \$ 167,933       |



# UNBILLED & INVENTORY

Unbilled

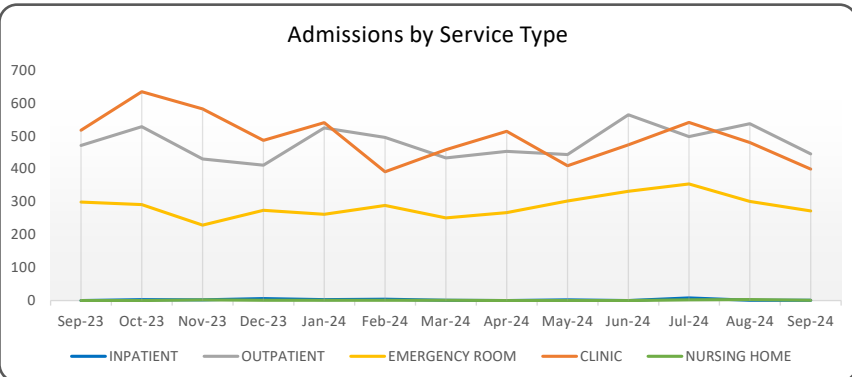
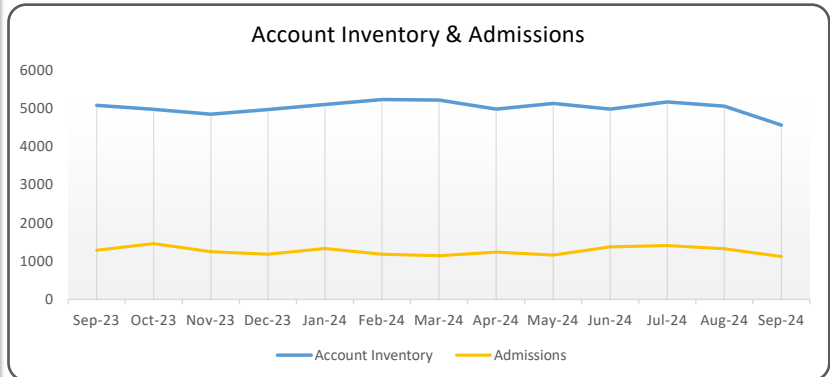
|                       | Sep-23       | Oct-23       | Nov-23       | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24     | May-24       | Jun-24       | Jul-24       | Aug-24       | Sep-24     | 13 Month Average |
|-----------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------|--------------|--------------|--------------|--------------|------------|------------------|
| <b>In House</b>       | \$ 34,128    | \$ 58,121    | \$ 108,806   | \$ 49,158    | \$ 81,326    | \$ 57,589    | \$ 40,091    | \$ 9,467   | \$ 125,095   | \$ 41,831    | \$ 80,889    | \$ 100,191   | \$ 53,574  | \$ 64,636        |
| <b>DNFB</b>           | \$ 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 | \$ 774,717 | \$ 1,230,854     |
| <b>Total Unbilled</b> | \$ 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 | \$ 828,291 | \$ 1,295,489     |
| <b>Unbilled Days</b>  | 26.8         | 21.7         | 20.9         | 25.1         | 22.8         | 13.8         | 14.9         | 13.3       | 17.1         | 15.9         | 14.5         | 14.1         | 9.8        | 17.7             |



Admissions & Account Inventory

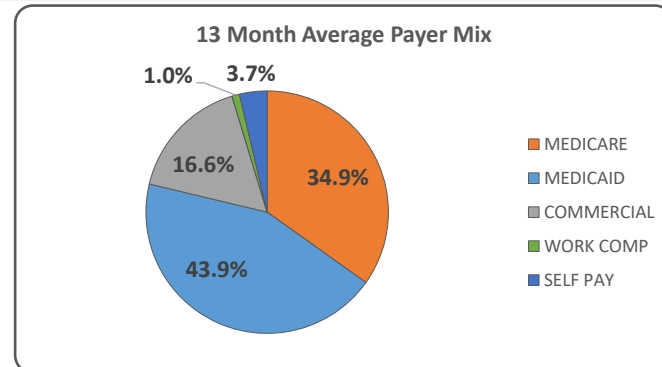
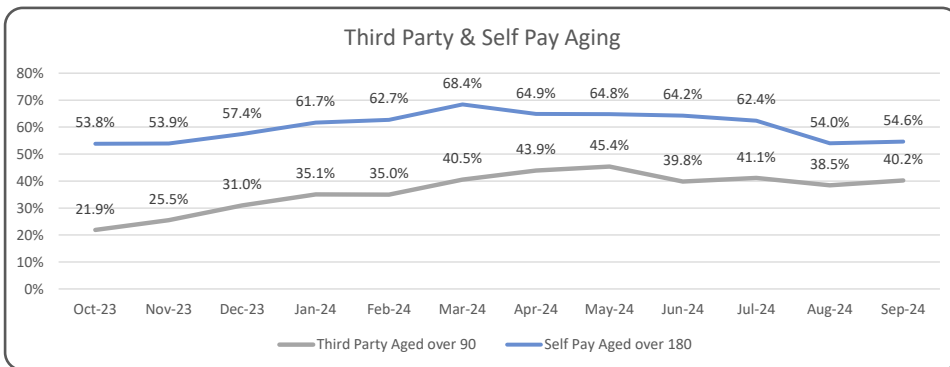
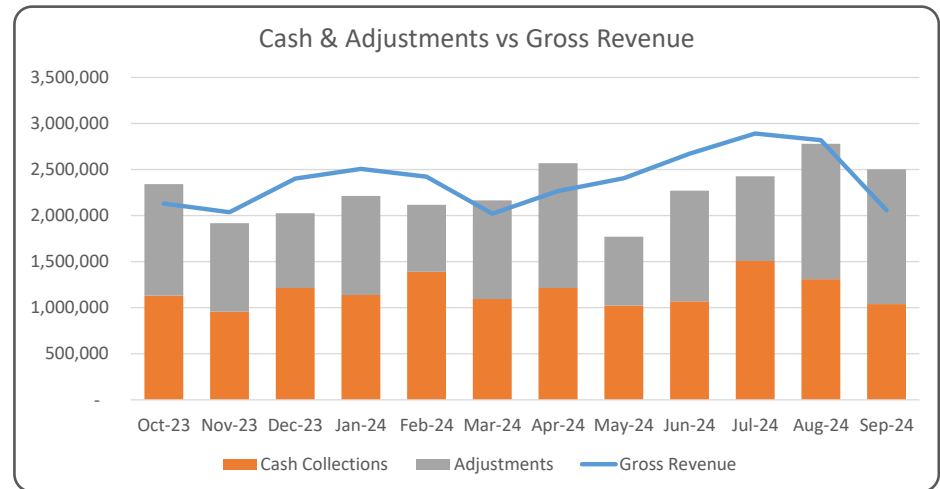
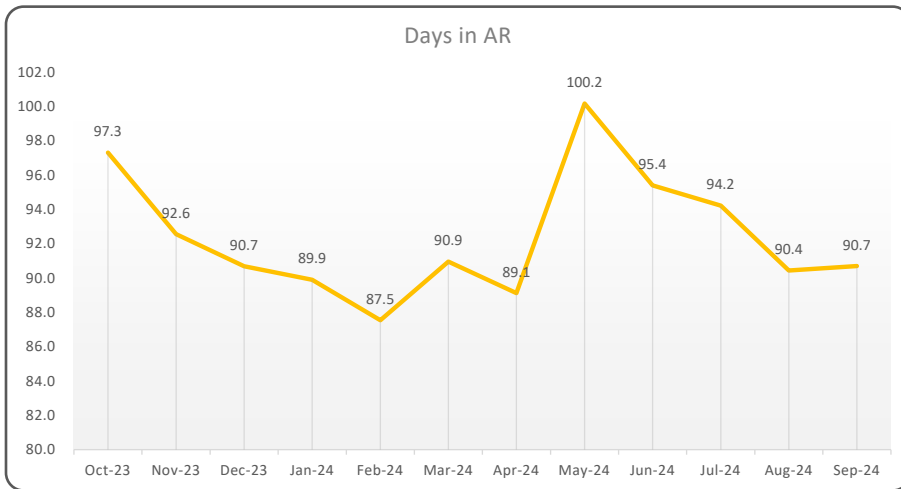
| ADMISSIONS            | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | 13 Month Average |
|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| <b>INPATIENT</b>      | 0      | 3      | 2      | 6      | 3      | 4      | 1      | 0      | 2      | 0      | 8      | 1      | 1      | 2                |
| <b>SWINGBED</b>       | 1      | 4      | 1      | 5      | 2      | 2      | 1      | 1      | 3      | 4      | 3      | 2      | 4      | 3                |
| <b>OUTPATIENT</b>     | 471    | 528    | 430    | 411    | 524    | 495    | 433    | 453    | 443    | 564    | 498    | 537    | 445    | 479              |
| <b>EMERGENCY ROOM</b> | 299    | 291    | 229    | 274    | 262    | 289    | 251    | 267    | 302    | 332    | 354    | 301    | 272    | 286              |
| <b>CLINIC</b>         | 517    | 634    | 582    | 486    | 540    | 391    | 458    | 514    | 409    | 473    | 541    | 480    | 399    | 494              |
| <b>NURSING HOME</b>   | 0      | 0      | 2      | 1      | 1      | 1      | 1      | 0      | 0      | 0      | 2      | 3      | 1      | 1                |
| <b>TOTAL</b>          | 1,288  | 1,460  | 1,246  | 1,183  | 1,332  | 1,182  | 1,145  | 1,235  | 1,159  | 1,373  | 1,406  | 1,324  | 1,122  | 1266             |

| ACCOUNT INVENTORY | Sep-23 | Oct-23 | Nov-23 | Dec-23 | Jan-24 | Feb-24 | Mar-24 | Apr-24 | May-24 | Jun-24 | Jul-24 | Aug-24 | Sep-24 | 13 Month Average |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| <b>MEDICARE</b>   | 598    | 579    | 556    | 633    | 583    | 601    | 453    | 474    | 446    | 562    | 484    | 472    | 508    | 535              |
| <b>MEDICAID</b>   | 762    | 732    | 759    | 756    | 874    | 940    | 990    | 1,102  | 1,141  | 1,197  | 1,154  | 1,353  | 1,275  | 1003             |
| <b>COMMERCIAL</b> | 887    | 897    | 942    | 997    | 1,052  | 1,131  | 1,173  | 1,256  | 1,340  | 1,368  | 1,519  | 1,356  | 1,079  | 1154             |
| <b>WORK COMP</b>  | 57     | 55     | 61     | 56     | 58     | 54     | 58     | 67     | 51     | 74     | 206    | 98     | 97     | 76               |
| <b>SELF PAY</b>   | 2,772  | 2,708  | 2,527  | 2,524  | 2,528  | 2,500  | 2,537  | 2,078  | 2,146  | 1,776  | 1,800  | 1,775  | 1,599  | 2252             |
| <b>TOTAL</b>      | 5076   | 4971   | 4845   | 4966   | 5095   | 5226   | 5211   | 4977   | 5124   | 4977   | 5163   | 5054   | 4558   | 5019             |



# SoHum Health Executive Dashboard

|                          | TARGET      | Oct-23       | Nov-23       | Dec-23       | Jan-24       | Feb-24       | Mar-24       | Apr-24       | May-24       | Jun-24       | Jul-24       | Aug-24       | Sep-24       |
|--------------------------|-------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| <b>Days in AR</b>        | <b>45.0</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>90.7</b>  |
| Gross AR                 |             | 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    | 7,657,667    |
| Gross Revenue            |             | 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    | 2,056,960    |
| Cash Collections         |             | 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    | 1,038,937    |
| Adjustments              |             | 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    | 1,463,610    |
| Collection %             |             | 48.3%        | 50.0%        | 60.0%        | 51.4%        | 65.7%        | 50.6%        | 47.2%        | 57.8%        | 47.1%        | 62.1%        | 47.2%        | 41.5%        |
| Late Charges             | <b>1%</b>   | 0.8%         | 0.2%         | 0.6%         | 0.3%         | 0.3%         | -0.4%        | -0.8%        | -1.9%        | 2.9%         | 1.3%         | 0.4%         | -0.7%        |
| Bad Debt                 | <b>3%</b>   | 0.0%         | 5.3%         | 0.0%         | 0.0%         | 2.2%         | 0.0%         | 21.1%        | 0.0%         | 9.3%         | 0.4%         | 9.2%         | 4.3%         |
| Charity Care             | <b>3%</b>   | 0.2%         | 0.0%         | 0.0%         | 2.3%         | 0.4%         | 0.5%         | 0.4%         | 0.0%         | 0.4%         | 0.0%         | 0.1%         | 0.0%         |
| Third Party Aged over 90 | <b>13%</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> | <b>40.2%</b> |
| Self Pay Aged over 180   | <b>25%</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> | <b>54.6%</b> |



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