

Finance Committee

Date: Friday, November 21, 2025

Time: 10:00 a.m.

Location: Sprowel Creek Campus

Facilitator: Governing Board President Kevin Church

Link: https://shchd.webex.com/shchd/j.php?MTID=m8e9f2101e5058d25e8bf838ffc937ca7

Agenda

Page Item

A. Call to Order

B. Public Comment (3-minute limit per person)

See public comment instructions below.

- C. Announcements
- D. Previous Meeting Minutes None
- E. Discussion and Review
 - 1. September and October Financials Paul Eves
 - October 2025 Patient Financial Services and HRG Reports Marie Brown
- F. Discussion Items to Report to the Board
- G. Next Meeting: TBD
- H. Adjourn

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



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

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

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

*Times are estimated/Posted: Tuesday, November 18, 2025

Southern Humboldt Community Healthcare District

SoHum Income Statement Oct 2025

Financial Row	Amount
Revenue	
Gross Patient Revenue	
Inpatient	\$320,079
Inpatient Ancillary	\$62,058
Outpatient	\$1,730,244
Outpatient Ancillary	\$906,749
Total Patient Revenue	\$3,019,131
Deductions from Revenue	
9060-913 - Supplemental Revenue	(\$865,068)
Contractual Allowances	\$1,512,473
Provision for Bad Debts	\$34,619
Other Allowances / Deductions	\$23,373
Cost Of Sales	\$3
Total Deductions	\$705,400
Net Patient Revenue	\$2,313,731
Other Operating Revenue	\$416,480
Total Operating Revenue	\$2,730,211
Expenses	
Salaries & Wages	\$1,328,393
Employee Benefits	\$474,068
Professional Fees	\$274,563
Supplies	\$66,051
Repairs & Maintenance	\$21,555
Purchased Services	\$199,191
Utilities	\$18,994
Insurance	\$22,865
Depreciation/ Amortization	\$55,436
Other	\$50,875
Total Operating Expenses	\$2,511,990
Operating Profit (Loss)	\$218,222
Tax Revenue	\$116,333
Other Non Operating Revenue (Expense)	\$206,855
Interest Income	\$12,100
Net Non Operating Revenue (Expense)	\$335,288
Net Income (Loss)	\$553,510

Southern Humboldt Community Healthcare District Comparative SoHum Balance Sheet 5 Year Look Back - FY22 through End of Oct 2025

	This FY (As of Oct	Last FY (As of FY	FY Before Last		
	2025)	2025)	(As of FY 2024)	FY23	FY22
ASSETS					
Current Assets					
Total Bank	1,039,994	5,085,807	8,242,122	10,263,542	12,749,303
Total Accounts Receivable	9,143,711	9,260,987	7,312,024	2,326,716	1,696,446
Total Other Current Asset	8,055,541	4,135,057	3,094,801	628,810	2,373,170
Total Current Assets	18,239,246	18,481,851	18,648,947	13,219,068	16,818,919
Fixed Assets					
1200-001 - Land - Hospital	1,193,526	1,193,526	1,163,216	1,028,216	959,877
1211-001 - Land Improvements	553,251	553,251	553,251	553,251	553,251
1215-001 - Buildings	1,489,909	1,489,909	1,367,015	1,474,356	2,516,797
1221-001 - Hospital Building & Improvements	119,716	119,716	119,716	119,716	
1229-001 - Other Building & Improvements	3,550,715	3,526,173	3,447,325	3,387,733	
1230-001 - Leasehold Improvements	12,785	12,785	12,785	12,785	
1241-001 - Major Movable Equipment	8,453,963	8,409,815	7,788,684	7,378,269	6,117,944
1246-001 - Accumulated Depreciation - ROU equipment	(416,174)	(416,174)	(416,174)	(296,509)	
1247-001 - Accumulated Amortization - SBITA	(438,492)	(438,492)	(438,492)	-	
1250-001 - Construction In Progress	14,868,626	12,313,604	7,683,040	5,029,861	3,901,331
1260-001 - ROU assets - Buildings	580,234	580,234	580,234	580,234	
1260-002 - ROU Assets - Subscription Assets	3,735,812	3,735,812	3,735,812	-	
1261-001 - Accum Depr- Land Improvements	(216,427)	(207,224)	(179,615)	(152,007)	
1270-001 - Accum Depr – Buildings	(971,488)	(950,234)	(969,656)	(818,630)	
1271-001 - Accum Depr - Hosp Buildings	(31,040)	(28,574)	(21,175)	(13,777)	
1279-001 - Accum Depr - Oth Buildings	(1,600,203)	(1,563,965)	(1,310,111)	(1,230,863)	
1280-001 - Accum Depr - Leasehold Imprmnt	(12,785)	(12,785)	(12,785)	(12,785)	
1291-001 - Accum Depr - Major Movable Equipment	(6,823,500)	(6,671,390)	(6,186,504)	(5,710,330)	(6,345,119)
Total Fixed Assets	24,048,430	21,645,988	16,916,567	11,329,520	7,704,081
Total ASSETS	42,287,675	40,127,839	35,565,514	24,548,588	24,523,000
Liabilities & Equity		., ,	,,.	,, ,,,,,,,	
Current Liabilities					
Total Accounts Payable	3,077,269	1,693,708	959,621	346,403	197,742
Total Other Current Liability	2,357,974	2,476,702	1,406,791	927,074	4,989,519
Total Current Liabilities	5,435,243	4,170,410	2,366,412	1,273,477	4,608,252
Long Term Liabilities	0,400,240	4,170,410	2,000,412	1,270,477	4,000,202
2250-020 - LEAF Data Backup Liability	_	_	53,135	106,365	
2250-025 - Maple Lane Loan	183,167	192,192	227,867	262,814	
2250-030 - ELGA Lease Loan	1,644,388	1,749,148	-	202,014	
2260-001 - Help II Loan	1,801,169	1,822,730	1,907,907	1,184,026	511,000
2273-002 - Lease obligations	730,124	730,124	730,124	236,003	311,000
Total Long Term Liabilities	4,358,847	4,494,194	2,919,033	1,789,208	511,000
	4,336,647	4,454,154	2,919,033	1,769,206	311,000
Equity					
Equity 2910-001 - Fund Balance	2 027 000	2 027 000	2 027 000	2 027 000	2 027 000
2910-001 - Fund Balance 2910-100 - Fund Balance - Disprport Share	3,027,989	3,027,989	3,027,989	3,027,989	3,027,989
• •	(146,589)	(146,589)	(146,589)	(146,589)	(146,589)
2910-200 - Fund Balance - Donations	26,635	26,635	26,635	26,635	26,635
2920-001 - Fund Balance - Beta JPA	(77,074)	(77,074)	(77,074)	(77,074)	(77,074)
Total - Equity	2,830,961	2,830,961	2,830,961	2,830,961	2,830,961
Retained Earnings	28,632,274	27,449,107	18,654,947	16,913,017	14,808,778
Net Income	1,030,350	1,183,167	8,794,160	1,741,925	1,185,000
Total Equity	32,493,585	31,463,237	30,280,069	21,485,903	18,824,739
Total Liabilities & Equity	42,287,675	40,127,839	35,565,514	24,548,588	24,523,000

Southern Humboldt Community Healthcare District Comparative SoHum Income Statement 5 Year Look Back - FY22 through End of Oct 2025

	This FY (Jul 2025 -				
	Oct 2025)	FY 2025	FY 2024	FY 2023	FY 2022
Revenue	· · · · · · · · · · · · · · · · · · ·				
Gross Patient Revenue					
Total - Inpatient	1,181,839	2,575,941	2,750,183	2,905,326	2,176,244
Total - Inpatient Ancillary	288,436	530,196	359,641	515,457	290,138
Total - Outpatient	7,505,082	19,421,339	15,724,614	10,154,038	15,517,764
Total - Outpatient Ancillary	3,655,310	9,424,509	7,666,152	6,321,148	883,854
Total Patient Revenue	12,630,667	31,951,985	26,500,590	19,895,969	18,868,000
Deductions from Revenue					
Total Operating IGTs & Supplemental	-3,478,019	-9,497,744	-9,497,749	-10,815,285	-3,600,000
Total - Contractual Allowances	6,265,740	11,607,540	6,726,785	7,458,971	5,690,484
Total - Provision for Bad Debts	210,159	968,524	436,735	48,578	404,249
Total - Other Allowances / Deductions	101,933	449,817	-869,207	1,143,031	1,400,263
Total - Cost Of Sales	1,378,782	3,805,877	0	0	
Total Deductions	4,478,595	7,334,014	-3,203,436	-2,164,705	3,894,996
Net Patient Revenue	8,152,072	24,617,971	29,704,026	22,060,674	13,857,000
Total Other Operating Revenue	2,247,673	4,743,393	5,088,974	4,421,876	39,000
Total Operating Revenue	10,399,746	29,361,371	34,760,194	26,523,704	13,896,000
Expenses					
Total - Salaries & Wages	4,724,642	12,374,131	9,809,582	10,305,733	7,665,000
Total - Employee Benefits	1,828,022	5,052,615	3,890,153	2,235,101	2,659,000
Total - Professional Fees	1,481,234	5,332,520	3,861,034	3,198,652	2,626,000
Total - Supplies	405,808	1,273,097	5,121,132	5,712,127	2,514,000
Total - Repairs & Maintenance	93,601	289,940	335,812	342,050	324,000
Total - Purchased Services	958,951	3,110,407	2,114,981	2,224,256	2,224,000
Total - Utilities	120,736	351,590	304,523	276,547	290,000
Total - Insurance	75,858	238,076	172,820	172,223	110,000
Total - Depreciation/ Amortization	221,270	754,326	768,125	938,153	887,000
Total - Other		279,721	1,248,831	1,114,761	1,413,000
Total Operating Expenses	10,189,843	30,025,533	27,492,923	26,166,686	20,712,000
Operating Profit (Loss)	209,903	-664,162	7,267,271	357,018	-6,816,000
Total - Tax Revenue	466,362	1,411,946	1,084,388	1,100,133	
Total - Other Non Operating Revenue (Expense)	294,690	381,523	773,828	344,097	8,001,000
Total - Interest Income	59,391	53,857	194,029	62,545	
Net Non Operating Revenue (Expense)	820,443	1,847,326	2,052,245	1,506,775	8,001,000
Net Income (Loss)	1,030,346	1,183,164	9,319,516	1,863,793	1,185,000



Southern Humboldt Community Healthcare District

October 2025

EPIC AR Overview

AR by Financial Class	September Totals	October Totals	Overall Decrease/Increase
Medicaid	2,290,801.22	2,502,694.19	(211,892.97
Self-Pay	1,448,081.40	1,451,392.55	(3,311.15
Medicare	1,540,252.63	1,416,760.83	123,491.80
Commercial	418,984.66	403,788.09	15,196.57
Blue Shield	258,165.58	217,845.49	40,320.09
Tricare	128,865.83	108,998.17	19,867.66
Blue Cross	157,128.56	139,806.16	17,322.40
Workers comp	64,031.33	97,572.27	(33,540.94
CareOregon	10,500.83	10,551.72	(50.89
DMAP Medicaid	4,426.79	4,426.79	0.00
Other	3,597.90	3,687.42	(89.52
Undistributed	(74,772.46)	(101,197.63)	26,425.17
Total AR	6,250,064.27	6,256,326.05	6,261.78

September	October
14.1	12.3
32.4	35.8
13.2	14.3
59.7	62.4
	14.1 32.4 13.2

Days in AR increased by 2.7 days.

- Insurance AR days up 3.4 AR days. We have identified issues highlighted in the roadblocks and are reviewing inventory for opportunity to reduce AR days by focusing on denials and follow up potential.
- Self-pay AR days up 1.1 AR days. No roadblocks identified.
- Unbilled AR down 1.8 AR days.

Roadblocks:

- **PHP Telehealth Claims:** Claims were previously denied due to an invalid Place of Service (POS) code. This has been identified as an error on PHP's part. The issue is corrected and waiting for PHP to rework claims.
- Aetna Medicare Advantage: Claims were processed but reflected \$0 payments. This issue is currently being addressed. There are 59 outstanding accounts which Aetna is currently resolving. Intend to contact weekly until resolved.
- Aetna Medicare Advantage: We have identified multiple older claims that have processed and show a
 payment amount, but no checks were ever issued. We are working to resolve these and have payment
 issued

Operational Updates

- We continue to report weekly progress of new workflow strategies that have been implemented. We are
 reviewing these strategies regularly to ensure that they align with our performance goals. The team has
 daily checklists of required workflows to ensure that we are hitting all areas of billing, denials, and followup.
- We continue to prioritize high-balance accounts and aged inventory

Centrig:

All balances have been closed



Monthly KPI Scorecard

Facility Name: Southern Humboldt Month: October 2025

Aging Metrics	KPI Actual	KPI Goal	Goal Var +/-	LM Actual	W1 9H2 %
Facility A/R Days	60.2	55	5.2	61.7	-2%
Total Insurance A/R % >90 Days	33%	15%	18%	28%	2%
BCBS A/R % >90 Days	41%	10%	31%	40%	%0
Medicare A/R % >90 Days	32%	10%	22%	25%	%6
Medicald A/R % >30 Days Commercial A/R % >90 Days	51% 44%	15%	10% 29%	28% 41%	3%
Self-Pay >90 % of Total A/R	18%	35%	-17%	17%	1%
Credit Balances A/R Days	-2.1	-2	-0.1	-1.8	20%
Cash Collection Metrics	KPI Actual	KPI Goal	Goal Var +/-	LM Actual	% CHG LM
POS Collections	2%	3%	-1%	13%	13%
Billing Metrics	KPI Actual	KPI Goal	Goal Var +/-	LM Actual	% CHG LM
DNSP A/R Days (Discharged Not Submitted to Payer)	12.0	9	6.0	14.1	-15%
% of Zero Pay Denials vs. Total Remitted	13%	4%	%6	%6	4%
RCM Imported Clean Claim % (If Available)	%86	75%	23%	%26	1%
Adjustment Metrics	KPI Actual	KPI Goal	Goal Var +/-	LM Actual	% CHG LM
Final Insurance Denial % of Gross Patient Revenue B/D Recovery % of B/D Adjustments (Gross)	%0	3% 10.0%	-3%	2%	-2% 0%

KPI Indicator Key	Indicator	Totals	% of Total Metrics
Goal Threshold - Pass		4	738%
Goal Threshold - Neutral		2	14%
Goal Threshold - Fail		8	21%
		14	100%

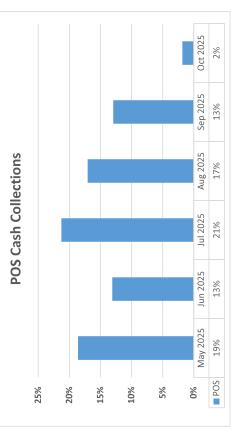


Monthly KPI Metrics

KPI Metric	=1	May 2025	<u>Jun 2025</u>	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
Gross A/R Days		61.1	65.8	62.9	58.8	61.7	60.2
A/R Day (Goal - Short Term) A/R Day (Goal Variance) A/R Day (Goal - Long Term)		55.0 6.1 45.0	55.0 10.8 45.0	55.0 7.9 45.0	55.0 3.8 45.0	55.0 6.7 45.0	55.0 5.2 45.0
Total A/R Balance Total Insurance A/R Balance (less Credits) Total Self-Pay Balance Average Daily Revenue (90 Day)	~~~~	5,901,019.00 \$ 4,544,832.54 \$ 1,356,186.46 \$ 96,648.00 \$	6,491,385.00 \$ 5,154,957.82 \$ 1,336,427.18 \$	6,383,315.00 \$ 4,978,695.86 \$ 1,404,619.14 \$	6,207,976.00 \$ 4,811,151.32 \$ 1,396,824.68 \$ 105,504.00 \$	6,455,281.00 \$ 5,007,156.22 \$ 1,448,124.78 \$ 104,637.00 \$	6,297,285.08 4,841,654.67 1,455,630.41 104,641.00
MTD Cash Collections	⋄	1,478,249.46 \$	2,197,241.54 \$	1,895,063.73 \$	1,251,624.77 \$	2,716,360.44 \$	1,490,384.88
BCBS Medicare Medicaid Commercial Self-Pay	~ ~ ~ ~ ~ ~	193,667.60 \$ 880,241.02 \$ 267,421.94 \$ 87,581.22 \$ 49,337.68 \$	216,359.35 \$ 1,133,928.30 \$ 242,098.32 \$ 561,407.35 \$ 43,448.22 \$	316,105.93 \$ 932,390.37 \$ 359,148.53 \$ 239,418.72 \$ 48,000.18 \$	195,525.89 \$ 533,434.10 \$ 286,585.36 \$ 200,215.65 \$ 35,863.77 \$	1,248,496.30 \$ 932,390.37 \$ 359,148.53 \$ 115,338.42 \$ 60,986.82 \$	243,819.84 706,721.03 293,507.87 186,228.91 60,107.23
POS Collections (\$) - (Within 7 Days of Dischg) Collection Goal (\$) % of POS Collections POS Collections (Goal) - 35% of Self-Pay Collections	₩ ₩	9,177.79 \$ 17,268.19 \$ 19% 35%	5,694.93 \$ 15,206.88 \$ 13% 35%	10,205.51 \$ 16,800.06 \$ 21% 35%	6,117.19 \$ 12,552.32 \$ 17% 35%	7,889.61 \$ 21,345.39 \$ 13% 35%	1,109.08 21,037.53 2% 35%





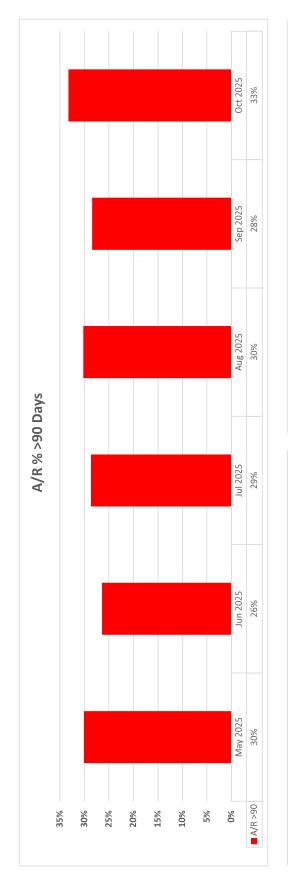


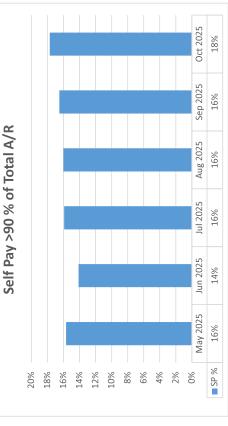


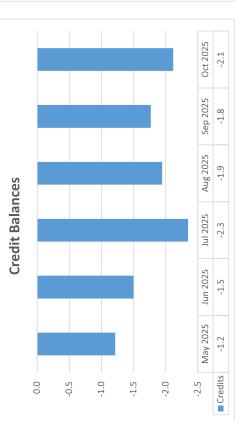


KPI Metric		May 2025	Jun 2025	<u>Jul 2025</u>	Aug 2025	Sep 2025	Oct 2025
Total Insurance A/R Balance (>90 Days) Total Insurance A/R Days (>90 Days) Total Insurance A/R % (>90 Days) Total Insurance A/R % (>90 Days Goal) Total Insurance A/R % (<00 Variance)	₩	1,364,294.90 \$ 14.1 30% 15% 15%	1,356,287.07 \$ 13.7 26% 15% 11%	1,421,919.43 \$ 14.0 29% 15% 14.8	1,448,557.54 \$ 13.7 30% 15% 15%	1,418,332.17 \$ 13.6 28% 15% 13%	1,605,711.81 15.3 33% 15% 18%
BCBS A/R Balance (>90 Days) BCBS A/R Days (>90 Days) BCBS >90 - % of Total Ins A/R >90 BCBS >90 - % of Total Ins A/R	√	84,434.27 \$ 0.9 6%	106,745.16 \$ 1.1 8% 2%	141,583.68 \$ 1.4 1.0%	142,188.85 \$ 1.3 1.0%	167,298.81 \$ 1.6 12% 3%	149,163.47 1.4 9% 3%
Medicare A/R Balance (>90 Days) Medicare A/R Days (>90 Days) Medicare >90 - % of Total Ins A/R >90 Medicare >90 - % of Total Ins A/R	√	552,286.69 \$ 5.7 40% 12%	548,939.25 \$ 5.6 5.6 40% 11%	585,213.38 \$ 5.8 5.8 41% 12%	551,006.15 \$ 5.2 5.2 38% 11%	386,425.69 \$ 3.7 27% 8%	461,139.74 4.4 29% 10%
Medicaid A/R Balance (>90 Days) Medicaid A/R Days (>90 Days) Medicaid >90 - % of Total Ins A/R >90 Medicaid >90 - % of Total Ins A/R	√ >	647,176.16 \$ 6.7 6.7 47% 14%	595,800.15 \$ 6.0 44% 12%	531,564.81 \$ 5.2 37% 11%	585,721.41 \$ 5.6 40% 12%	643,452.73 \$ 6.1 45% 13%	772,484.09 7.4 48% 16%
Commercial A/R Balance (>90 Days) Commercial A/R Days (>90 Days) Commercial >90 - % of Total Ins A/R >90 Commercial >90 - % of Total Ins A/R	∽	80,397.78 \$ 0.8 6% 2%	104,802.51 \$ 1.1 8%	163,557.56 \$ 1.6 12% 3%	169,641.13 \$ 1.6 12% 4%	221,154.94 \$ 2.1 16% 4%	222,924.51 2.1 14% 5%
Self-Pay A/R Balance (>90 Days) Self-Pay A/R Days (>90 Days) Self-Pay >90 % of Total A/R	\$	924,532.27 \$ 9.6 16%	916,345.32 \$ 9.3 14%	1,015,238.07 \$ 10.0 16%	993,352.09 \$ 9.4 16%	1,064,612.84 \$ 10.2 16%	1,115,263.27 10.7 18%
Credit Balances (\$) Credit Balances A/R Days Credit Balances A/R Day (Goal) Credit Balances A/R Day (Goal Variance)	∽	(117,390.06) \$ -1.2 -2.0 0.8	(147,834.26) \$ -1.5 -2.0 0.5	(238,373.39) \$ -2.3 -2.0	(205,279.28) \$ -1.9 -2.0 0.1	(184,965.42) \$ -1.8 -2.0 0.2	(221,554.26) -2.1 -2.0

TruBridge Trube



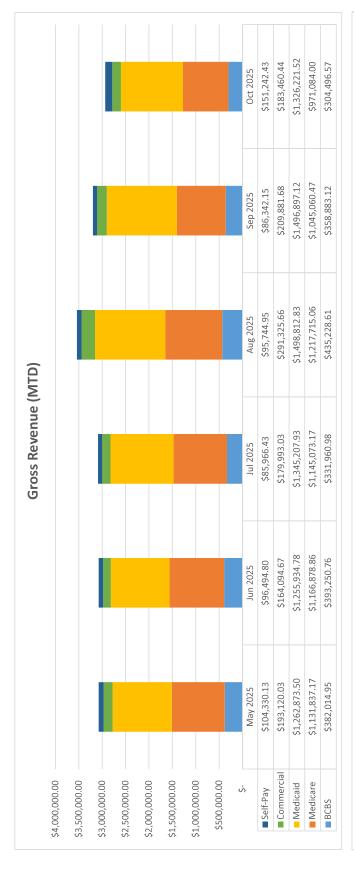


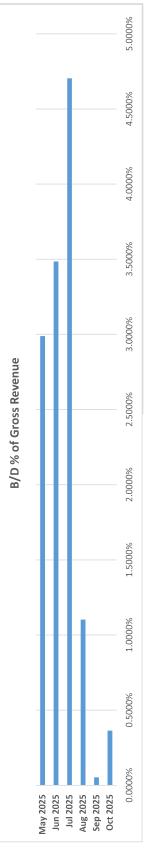




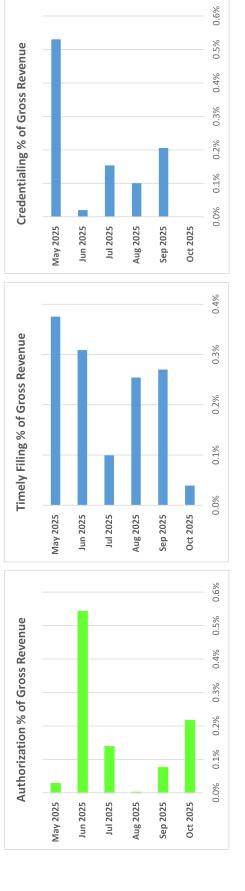
KPI Metric		May 2025	Jun 2025	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
Gross Revenue (\$)	\$	3,074,175.78 \$	3,076,653.87 \$	3,088,201.54 \$	3,538,827.11 \$	3,197,064.54 \$	2,936,504.96
BCBS Medicare Medicaid Commercial Self-Pay	ዏዏዏዏዏ	382,014.95 \$ 1,131,837.17 \$ 1,262,873.50 \$ 193,120.03 \$ 104,330.13 \$	393,250.76 \$ 1,166,878.86 \$ 1,255,934.78 \$ 164,094.67 \$ 96,494.80 \$	331,960.98 \$ 1,145,073.17 \$ 1,345,207.93 \$ 179,993.03 \$ 85,966.43 \$	435,228.61 \$ 1,217,715.06 \$ 1,498,812.83 \$ 291,325.66 \$ 95,744.95 \$	358,883.12 \$ 1,045,060.47 \$ 1,496,897.12 \$ 209,881.68 \$ 86,342.15 \$	304,496.57 971,084.00 1,326,221.52 183,460.44 151,242.43
B/D Write-Off Total (\$) B/D % of Gross Revenue	⋄	91,897.64 \$ 2.9893%	107,225.00 \$ 3.4851%	145,278.00 \$ 4.7043%	39,017.00 \$ 1.1025%	1,691.20 \$ 0.0529%	10,687.17 0.3639%
Credentialing Denials Total (\$) Credentialing Denials % of Gross Revenue	❖	16,288.61 \$ 0.5%	615.03 \$ 0.0%	4,743.97 \$ 0.2%	3,553.13 \$ 0.1%	6,576.69 \$ 0.2%	- %0:0
Timely Filing Denials Total (\$) Timely Filing Denials % of Gross Revenue	❖	11,544.01 \$ 0.4%	9,502.03 \$ 0.3%	3,069.12 \$ 0.1%	8,989.13 \$ 0.3%	8,636.27 \$ 0.3%	1,149.21 0.0%
Medical Necessity Denials Total (\$) Medical Necessity Denials % of Gross Revenue	❖	13,068.47 \$ 0.4%	14,887.12 \$ 0.5%	17,546.39 \$ 0.6%	37,860.77 \$ 1.1%	12,477.64 \$ 0.4%	0.0%
Non-Covered Charges Total (\$) Non-Covered % of Gross Revenue	⋄	39,147.30 \$ 1.3%	23,684.40 \$ 0.8%	19,068.18 \$ 0.6%	23,879.39 \$ 0.7%	51,800.87 \$ 1.6%	. %0:0
Authorization Denials Total (\$) Authorization Denials % of Gross Revenue	❖	870.53 \$ 0.0%	16,697.91 \$ 0.5%	4,274.39 \$ 0.1%	74.62 \$	2,409.70 \$ 0.1%	6,366.67 0.2%
Insurance Denial Write-Off Amount % of Gross Revenue Target Goal % Target Variance %	⋄	64,630.31 \$ 2.1% 3.0% -0.9%	64,771.46 \$ 2.1% 3.0% -0.9%	43,958.08 \$ 1.4% 3.0% -1.6%	70,803.91 \$ 2.0% 3.0% -1.0%	75,324.48 \$ 2.4% 3.0% -0.6%	7,515.88 0.3% 3.0% -2.7%

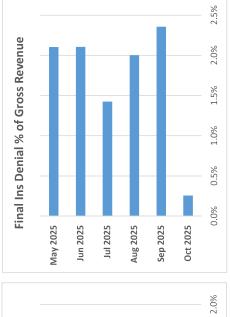
TruBridge





TruBridge

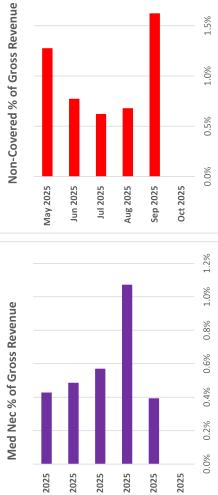


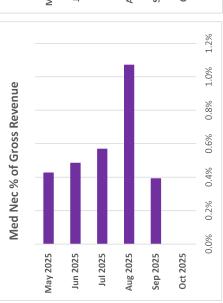


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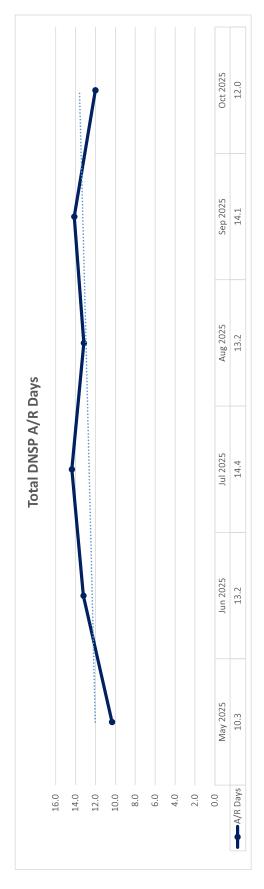


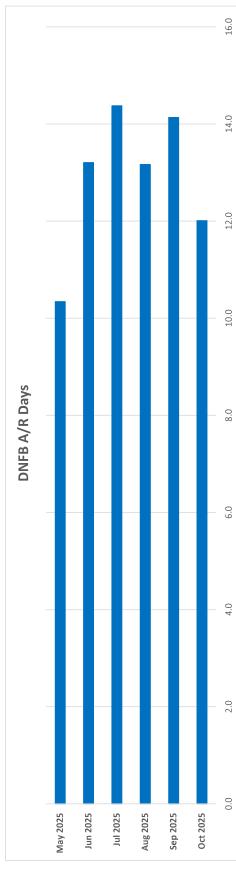


KPI Metric		May 2025	Jun 2025	Jul 2025	Aug 2025	Sep 2025	Oct 2025
DNSP \$\$ (Month End) DNSP A/R Days (Month End) DNSP A/R Days (Goal) DNSP A/R Days (Goal Variance)	√ }	999,484.00 \$ 10.3 6.0 -4.3	1,302,749.00 \$ 13.2 6.0 -7.2	1,459,615.00 \$ 14.4 6.0 -8.4	1,389,088.00 \$ 13.2 6.0 -7.2	1,479,180.00 \$ 14.1 6.0 -8.1	1,256,640.87 12.0 6.0 -6.0
DNFB \$\$ (Month End) DNFB A/R Days (Month End)	❖	999,484.00 \$ 10.3	1,302,749.00 \$	1,459,615.00 \$	1,389,088.00 \$ 13.2	1,479,180.00 \$	1,256,640.87 12.0
Total Insurance Discharges(Monthly Total)		1334	1664	1506	1481	1762	2354
*Total Insurance Discharges (Total Billed)		1953	2334	2526	2066	2081	2128
Total Insurance Discharges - Goal 85%		85%	85%	85%	85%	85%	85%
*Total Insurances Discharges (% Billed)		146%	140%	168%	140%	118%	%06
Total Count of Claims Remitted		1417	1453	1993	1494	1557	1805
*Total Zero Pay Denials in the Month (All DOS)		100	89	163	191	145	237
% of Zero Pay vs. Total Remitted		7%	%9	%8	13%	%6	13%
% of Zero Pay vs. Total Remitted (Goal)		4%	4%	4%	4%	4%	4%
% of Zero Pay vs. Total Remitted (Variance)		3%	2%	4%	%6	2%	%6
First Pass Clean Claim % Rate		85%	%96	%26	94%	82%	94%
First Pass Clean Claim % Goal		82%	%36	%36	82%	%36	%36
First Pass Clean Claim % (Variance)		%0	1%	2%	-1%	%0	-1%

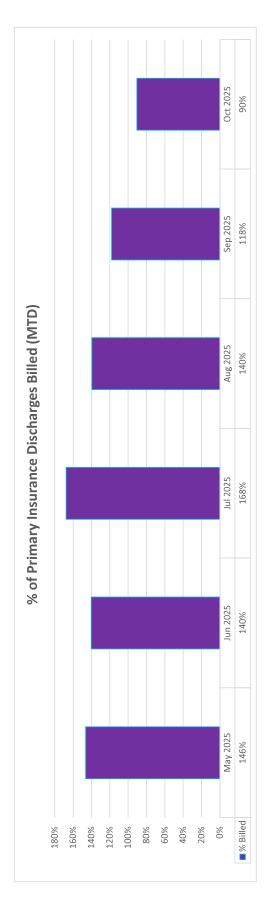
*Billed Claims and Rejection Totals - Primary Claims Only

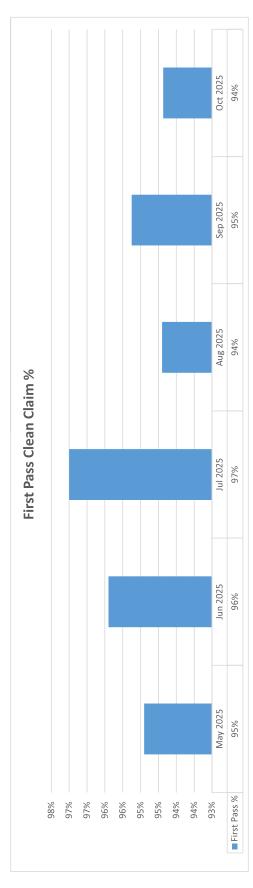
TruBridge



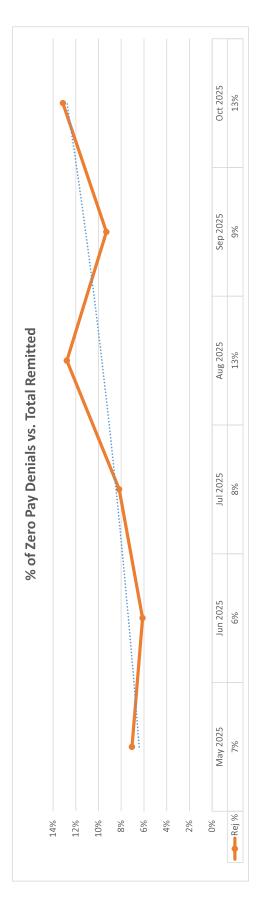


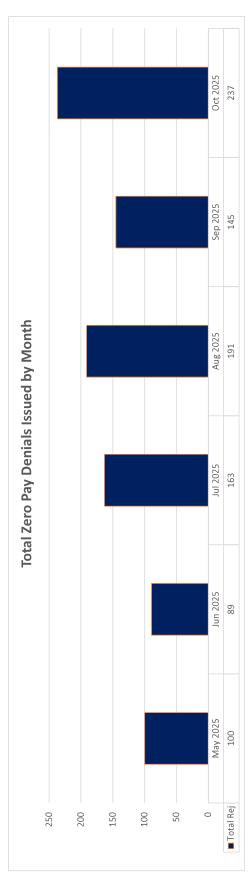








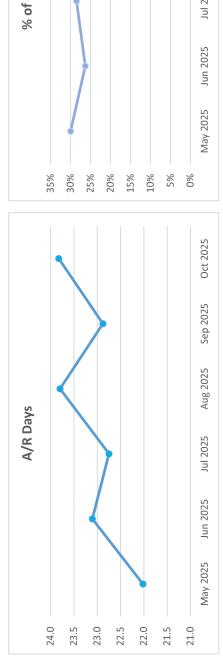






Aging Analysis - Summary of All Payers

		May 2025	Jun 2025	Jul 2025	Aug 2025	<u>Sep 2025</u>	Oct 2025
BCBS	Ŷ	458,440.06 \$	456,968.90 \$	424,419.83 \$	\$ 96.564.96 \$	415,294.14 \$	366,601.64
Medicare	❖	2,208,138.22 \$	2,029,192.01 \$	1,839,440.14 \$	1,883,914.24 \$	1,540,222.63 \$	1,432,732.55
Medicaid	\$	1,953,557.92 \$	2,160,391.51 \$	2,005,251.44 \$	2,264,234.19 \$	2,305,717.46 \$	2,531,928.07
Commercial	\$	347,767.13 \$	400,257.56 \$	504,245.68 \$	440,743.22 \$	540,707.26 \$	510,392.41
Self-Pay	\$	1,356,186.46 \$	1,336,427.18 \$	1,404,619.14 \$	1,396,824.68 \$	1,448,124.78 \$	1,455,630.41
Total ATB Balance	⋄	6,324,089.79 \$	6,383,237.16 \$	6,177,976.23 \$	6,455,281.29 \$	6,250,066.27 \$	6,297,285.08
Total A/R Days ADR	↔	22.0 287,200.66 \$	23.1 276,265.75 \$	22.7 271,560.38 \$	23.8 271,222.54 \$	22.9 273,168.17 \$	23.8 264,296.42
Previous Mo. (Net Change %)		%0	1%	-3%	4%	-3%	1%
Total Ins A/R Balances >90 % of Ins A/R Balances >90	❖	1,364,294.90 \$ 30%	1,356,287.07 \$ 26%	1,421,919.43 \$ 29%	1,448,557.54 \$ 30%	1,418,332.17 \$ 28%	1,605,711.81 33%

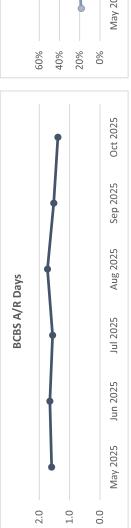


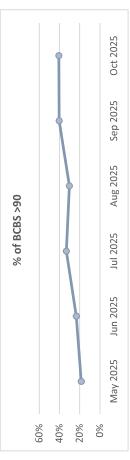




BCBS Aging Analysis

		<u>May 2025</u>	Jun 2025	<u>Jul 2025</u>	Aug 2025	Sep 2025	Oct 2025
Credits In-House	٠ ٠ ٠٧	(11,702.34) \$ 9.296.86 \$	(20,154.32) \$	(18,590.64) \$	(24,441.15) \$ 1 469 45 \$	(24,057.46) \$	(31,551.78)
Current	· 4	236,498.43 \$	232,408.28 \$	232,301.48 \$			169,963.73
>30 Days	\$	113,636.41 \$	64,340.26 \$	51,397.58 \$	87,524.62 \$	\$0,490.94 \$	36,039.93
>60 Days	φ.	26,276.43 \$	60,841.97 \$	14,907.73 \$		42,220.79 \$	42,986.29
>90 Days	φ.	28,325.45 \$	16,011.27 \$	11,516.03 \$	5,321.39 \$	34,567.49 \$	421.96
>120 Days	❖	56,108.82 \$	\$ 68.23.86	130,067.65 \$	136,867.46 \$	132,731.32 \$	148,741.51
BCBS Balance	❖	458,440.06 \$	456,968.90 \$	424,419.83 \$	469,564.96 \$	415,294.14 \$	366,601.64
BCBS Total A/R Days		1.6	1.7	1.6	1.7	1.5	1.4
Credit A/R Days		0.0	-0.1	-0.1	-0.1	-0.1	-0.1
In-House A/R Days		0.0	0.0	0.0	0.0	0.0	0.0
Current A/R Days		8.0	0.8	6.0	8.0	0.5	9.0
>30 A/R Days		0.4	0.2	0.2	0.3	0.3	0.1
>60 A/R Days		0.1	0.2	0.1	0.2	0.2	0.2
>90 A/R Days		0.1	0.1	0.0	0.0	0.1	0.0
>120 A/R Days		0.2	0.3	0.5	0.5	0.5	9.0
BCBS % of Total A/R		2%	7%	7%	%/_	7%	%9
Previous Mo. (Net Change %)		%0	%0	%2-	11%	-12%	-12%
BCBS Balance >90 % of BCBS >90	\$	84,434.27 \$ 18%	106,745.16 \$ 23%	141,583.68 \$ 33%	142,188.85 \$ 30%	167,298.81 \$ 40%	149,163.47 41%







Medicare Aging Analysis

		<u>May 2025</u>	<u>Jun 2025</u>	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
Credits	⋄	(15,588.86) \$	(42,068.73) \$	(122,736.63) \$	(86,710.46) \$	(45,481.88) \$	(66,169.84)
In-House	ς,	30,295.79 \$	23,691.23 \$	96,088.48 \$	27,458.58 \$	61,951.59 \$	36,354.05
Current	-\$-	974,992.71 \$	953,448.96 \$	922,984.28 \$	710,170.33 \$	753,403.00 \$	730,912.25
>30 Days	ئ	467,763.46 \$	305,190.11 \$	222,222.62 \$	523,733.66 \$	235,844.86 \$	173,321.08
>60 Days	φ.	198,388.43 \$	239,991.19 \$	135,668.01 \$	158,255.98 \$	148,079.37 \$	97,175.27
>90 Days	ب	197,788.65 \$	141,329.30 \$	126,431.80 \$	119,586.15 \$	87,778.44 \$	88,552.13
>120 Days	\$	354,498.04 \$	\$ 56.609.704	458,781.58 \$	431,420.00 \$	298,647.25 \$	372,587.61
Medicare Balance	❖	2,208,138.22 \$	2,029,192.01 \$	1,839,440.14 \$	1,883,914.24 \$	1,540,222.63 \$	1,432,732.55
Medicare Total A/R Days		7.7	7.3	6.8	6.9	5.6	5.4
Credit A/R Days		-0.1	-0.2	-0.5	-0.3	-0.2	-0.3
In-House A/R Days		0.1	0.1	0.4	0.1	0.2	0.1
Current A/R Days		3.4	3.5	3.4	2.6	2.8	2.8
>30 A/R Days		1.6	1.1	0.8	1.9	6.0	0.7
>60 A/R Days		0.7	6.0	0.5	9.0	0.5	0.4
>90 A/R Days		0.7	0.5	0.5	0.4	0.3	0.3
>120 A/R Days		1.2	1.5	1.7	1.6	1.1	1.4
Medicare % of Total A/R		35%	32%	30%	29%	25%	23%
Previous Mo. (Net Change %)		%0	%8-	%6-	2%	-18%	-1%
Medicare Balance >90 % of Medicare >90	❖	552,286.69 \$ 25%	548,939.25 \$ 27%	585,213.38 \$ 32%	551,006.15 \$ 29%	386,425.69 \$ 25%	461,139.74 32%

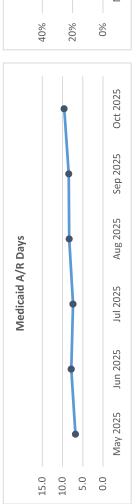


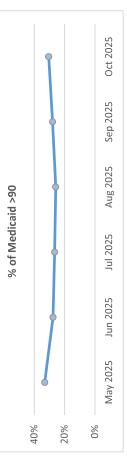




Medicaid Aging Analysis

		<u>May 2025</u>	Jun 2025	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
Credits	⋄	(12,525.21) \$	\$ (296.07)	1,512.45 \$	480.20 \$	(4,270.60) \$	(8.70)
In-House	⊹∽	74,832.14 \$	174,065.76 \$	211,143.87 \$	129,231.52 \$	79,760.11 \$	21,536.64
Current	❖	842,880.49 \$	1,069,151.25 \$	872,333.40 \$	1,118,199.74 \$	1,116,644.15 \$	1,108,769.20
>30 Days	❖	284,360.07 \$	205,416.79 \$	272,774.92 \$	286,645.30 \$	310,650.09 \$	391,023.17
>60 Days	❖	116,834.27 \$	122,753.63 \$	115,921.99 \$	143,956.02 \$	159,480.98 \$	238,123.67
>90 Days	❖	62,839.09 \$	75,316.01 \$	84,436.46 \$	70,713.83 \$	136,470.97 \$	150,226.14
>120 Days	❖	584,337.07 \$	520,484.14 \$	447,128.35 \$	515,007.58 \$	\$ 981.76 \$	622,257.95
Medicaid Balance	⋄	1,953,557.92 \$	2,160,391.51 \$	2,005,251.44 \$	2,264,234.19 \$	2,305,717.46 \$	2,531,928.07
Medicaid Total A/R Days		6.8	7.8	7.4	8.3	8.4	9.6
Credit A/R Days		0.0	0.0	0.0	0.0	0.0	0.0
In-House A/R Days		0.3	9.0	8.0	0.5	0.3	0.1
Current A/R Days		2.9	3.9	3.2	4.1	4.1	4.2
>30 A/R Days		1.0	0.7	1.0	1.1	1.1	1.5
>60 A/R Days		0.4	0.4	0.4	0.5	9.0	6.0
>90 A/R Days		0.2	0.3	0.3	0.3	0.5	9.0
>120 A/R Days		2.0	1.9	1.6	1.9	1.9	2.4
Medicaid % of Total A/R		31%	34%	32%	35%	37%	40%
Previous Mo. (Net Change %)		%0	11%	-7%	13%	2%	10%
Medicaid Balance >90 % of Medicaid >90	❖	647,176.16 \$ 33%	595,800.15 \$ 28%	531,564.81 \$ 27%	585,721.41 \$ 26%	643,452.73 \$ 28%	772,484.09 31%

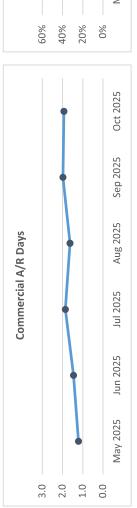


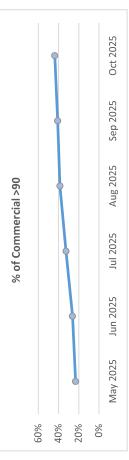




Commercial Aging Analysis

		May 2025	<u>Jun 2025</u>	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
Credits In-House	√ > √ >	(38,716.99) \$	(43,064.21) \$ 649.05 \$	(49,288.91) \$	(54,169.73) \$	(60,337.81) \$	(77,001.27)
Current	. ↔	174,006.45 \$	157,218.10 \$	248,928.16 \$	186,345.82 \$	169,867.01 \$	162,974.25
>30 Days	φ.	103,471.96 \$	91,970.83 \$	93,368.21 \$	91,644.48 \$	125,294.81 \$	103,054.34
>60 Days	❖	28,607.93 \$	88,681.28 \$	47,680.66 \$	47,281.52 \$	84,728.31 \$	98,440.58
>90 Days	ş	16,803.48 \$	24,952.33 \$	55,351.58 \$	27,676.77 \$	41,127.31 \$	58,514.31
>120 Days	❖	63,594.30 \$	79,850.18 \$	108,205.98 \$	141,964.36 \$	180,027.63 \$	164,410.20
Commercial Balance	⋄	347,767.13 \$	400,257.56 \$	504,245.68 \$	440,743.22 \$	540,707.26 \$	510,392.41
Commercial Total A/R Days		1.2	1.4	1.9	1.6	2.0	1.9
Credit A/R Days		-0.1	-0.2	-0.2	-0.2	-0.2	-0.3
In-House A/R Days		0.0	0.0	0.0	0.0	0.0	0.0
Current A/R Days		9.0	9.0	6.0	0.7	9.0	9.0
>30 A/R Days		0.4	0.3	0.3	0.3	0.5	0.4
>60 A/R Days		0.1	0.3	0.2	0.2	0.3	0.4
>90 A/R Days		0.1	0.1	0.2	0.1	0.2	0.2
>120 A/R Days		0.2	0.3	0.4	0.5	0.7	9.0
Commercial % of Total A/R		2%	%9	8%	%2	%6	%8
Previous Mo. (Net Change %)		%0	15%	76%	-13%	23%	%9-
Commercial Balance >90 % of Commercial >90	❖	80,397.78 \$ 23%	104,802.51 \$ 26%	163,557.56 \$ 32%	169,641.13 \$ 38%	221,154.94 \$ 41%	222,924.51 44%

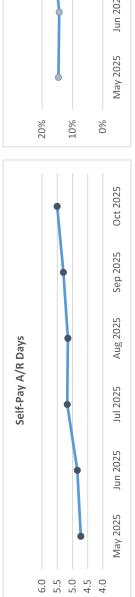






Self-Pay Aging Analysis

		<u>May 2025</u>	<u>Jun 2025</u>	Jul 2025	Aug 2025	<u>Sep 2025</u>	Oct 2025
Credits In-House	↔ ↔	(38,856.66) \$	(35,750.93) \$	(49,269.66) \$ 9.785.66 \$	(40,438.14) \$	(50,817.67) \$	(46,822.67)
Current	٠.	103,378.56 \$		132,124.70 \$	148,260.96 \$		128,405.92
>30 Days	❖	177,056.07 \$	129,255.06 \$	159,836.26 \$	119,946.42 \$	126,064.04 \$	149,375.96
>60 Days	❖	149,243.36 \$	193,336.79 \$	136,904.11 \$	167,394.16 \$	116,004.81 \$	109,407.93
>90 Days	❖	110,229.08 \$	146,756.07 \$	195,356.17 \$	127,347.26 \$	158,846.87 \$	110,068.27
>120 Days	\$	814,303.19 \$	769,589.25 \$	\$19,881.90 \$	866,004.83 \$	\$ 76.597 \$	1,005,195.00
Self-Pay Balance	⋄	1,356,186.46 \$	1,336,427.18 \$	1,404,619.14 \$	1,396,824.68 \$	1,448,124.78 \$	1,455,630.41
Self-Pay Total A/R Days		4.7	4.8	5.2	5.2	5.3	5.5
Credit A/R Days		-0.1	-0.1	-0.2	-0.1	-0.2	-0.2
In-House A/R Days		0.1	0.0	0.0	0.0	0.1	0.0
Current A/R Days		0.4	0.4	0.5	0.5	9.0	0.5
>30 A/R Days		9.0	0.5	9.0	0.4	0.5	9.0
>60 A/R Days		0.5	0.7	0.5	9.0	0.4	0.4
>90 A/R Days		0.4	0.5	0.7	0.5	9.0	0.4
>120 A/R Days		2.8	2.8	3.0	3.2	3.3	3.8
Self-Pay % of Total A/R		21%	21%	23%	22%	23%	23%
Previous Mo. (Net Change %)		%0	-1%	2%	-1%	4%	1%
Self-Pay Balance >90 Self-Pay >90 % of Total A/R	⋄	924,532.27 \$ 15%	916,345.32 \$ 14%	1,015,238.07 \$ 16%	993,352.09 \$ 15%	1,064,612.84 \$ 17%	1,115,263.27 18%





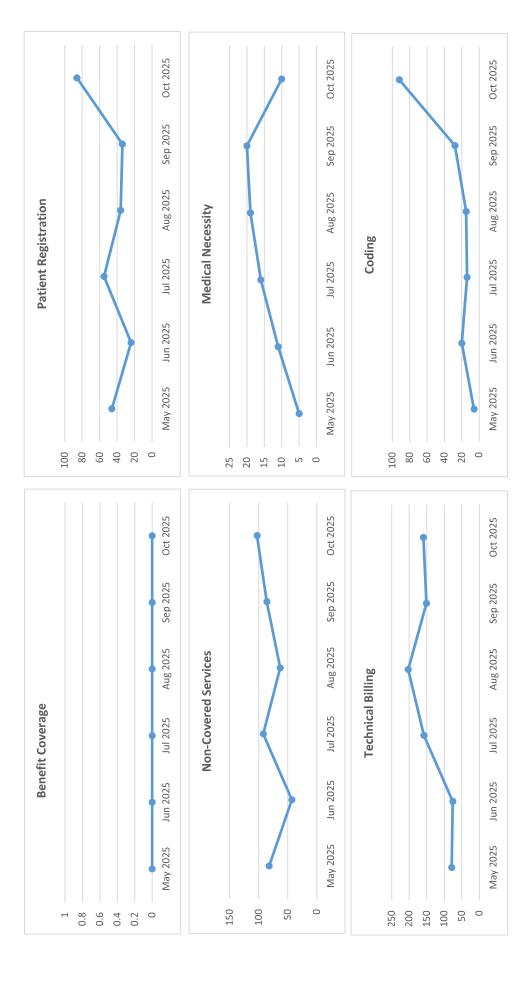


Monthly Denial Analysis

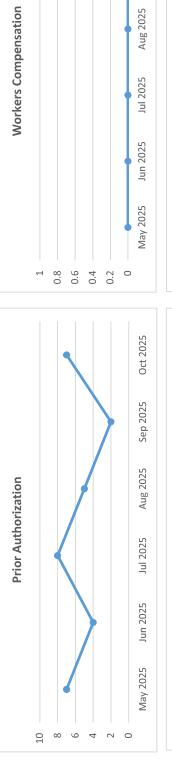
Denials by Category		<u>May 2025</u>	<u>Jun 2025</u>	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
Benefit Coverage - \$\$	Υ.	\$·	· ·	٠ -	\$·	\$·	ı
Benefit Coverage - % of (\$\$) Total		· %0	%0			%0	%0
Benefit Coverage - Count		0	0	0	0	0	0
Benefit Coverage - % of Total Count		%0	%0	%0	%0	%0	%0
Patient Registration - \$\$	↔	69,542 \$	37,901 \$	91,064 \$	51,945 \$	28,385 \$	99'09
Patient Registration - % of (\$\$) Total		78%	22%	33%	18%		19%
Patient Registration - Count		46	24	55	36	34	98
Patient Registration - % of Total Count		17%	11%	14%	%6	%6	15%
Medical Necessity - \$\$	↔	13,068 \$	14,887 \$	17,546 \$	37,861 \$	12,478 \$	34,157
Medical Necessity - % of (\$\$) Total		2%			13%		
Medical Necessity - Count		2	11	16	19	20	10
Medical Necessity - % of Total Count		2%	2%	4%	2%	2%	2%
Non-Covered Services - \$\$	❖	39,147 \$	23,684 \$	19,068 \$	28,644 \$	51,801 \$	9,185
Non-Covered Services- % of (\$\$) Total		16%	14%	7%	10%	17%	3%
Non-Covered Services - Count		82	43	92	63	98	103
Non-Covered Services - % of Total Count		29%	19%	24%	16%	22%	18%
Technical Billing - \$\$	↔	56,715 \$	34,739 \$	\$ 2,063 \$	105,010 \$	129,807 \$	35,917
Technical Billing - % of (\$\$) Total		23%		34%	36%	43%	11%
Technical Billing - Count		62	9/	158	203	151	160
Technical Billing - % of Total Count		28%	34%	41%	51%	39%	79%
Coding - \$\$	↔	1,092 \$	13,155 \$	4,028 \$	1,975 \$	\$ 606'L	16,140
Coding - % of (\$\$) Total		%0	%8	1%	1%	3%	2%
Coding - Count		9	20	14	15	28	92
Coding - % of Total Count		2%	%6	4%	4%	%2	16%

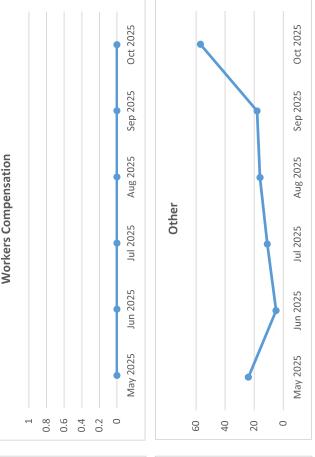


Denials by Category		May 2025		Jun 2025	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
Prior Authorization - \$\$	ş		871 \$	16,698 \$	4,274 \$	75	\$ 2,410 \$	10,755
Prior Authorization - % of (\$\$) Total		%0		10%	2%	%0	1%	3%
Prior Authorization - Count		7		4	∞	5	2	7
Prior Authorization - % of Total Count		3%		2%	2%	1%	1%	1%
Workers Compensation - \$\$	❖		\$	٠,	\$ -	1	\$.	ı
Workers Compensation - % of (\$\$) Total		%0		%0	%0	%0	%0	%0
Workers Compensation - Count		0		0	0	0	0	0
Workers Compensation - % of Total Count		%0		%0	%0	%0	%0	%0
Duplicate Claim - \$\$	Ş	46,	46,699 \$	12,826 \$	15,294 \$	44,714	\$ 57,514 \$	42,178
Duplicate Claim - % of (\$\$) Total		19%		7%	%9	15%	19%	13%
Duplicate Claim - Count		17		28	20	23	20	33
Duplicate Claim - % of Total Count		%9		13%	2%	%9	2%	%9
Other - \$\$	❖	13,	13,215 \$	9,262 \$	25,563 \$	13,415	\$ 116 \$	101,624
Other - % of (\$\$) Total		2%		2%	%6	2%	%0	33%
Other - Count		24		2	11	16	18	57
Other - % of Total Count		%6		2%	3%	4%	2%	10%
Timely Filing - \$\$	❖	11,	11,544 \$	9,502 \$	\$ 690'8	8,989	\$ 8,636 \$	2,055
Timely Filing - % of (\$\$) Total		2%		%9	1%	3%	3%	1%
Timely Filing - Count		12		11	11	21	24	10
Timely Filing - % of Total Count		4%		2%	3%	2%	%9	2%
Total (All Categories) - \$\$	\$	251,	251,893 \$	172,654 \$	271,969 \$	292,627	\$ 299,055 \$	312,676
Total (All Categories) - Count		278		222	385	401	383	258



Category Trends by Count of Denial

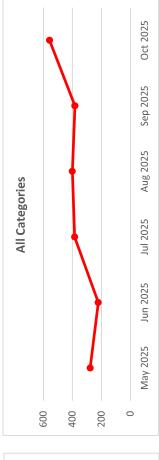


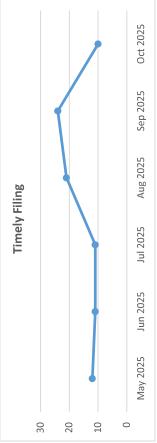


Duplicate Claims

30 20 10

40





Oct 2025

Sep 2025

Aug 2025

Jul 2025

Jun 2025

May 2025

0



Category Trends by Count of Denial

Denials by Payer Group		May 2025	Jun 2025	<u>Jul 2025</u>	Aug 2025	<u>Sep 2025</u>	Oct 2025
BCBS - \$\$ BCBS - % of (\$\$) Total BCBS - Count BCBS - % of Total Count BCBS - Reimbursement Average BCBS - (\$\$) Impact	v, v,	48,119.33 \$ 19% 48 17% 68.1% 32,769.26 \$	18,595.78 \$ 11% 19 9% 68.1% 12,663.73 \$	38,416.08 \$ 14% 65 17% 68.1% 26,161.35 \$	32,751.40 \$ 11% 40 10% 68.1% 22,303.70 \$	35,383.92 \$ 12% 34 9% 68.1% 24,096.45 \$	81,341.00 26% 85 15% 68.1% 55,393.22
Medicare - \$\$ Medicare - % of (\$\$) Total Medicare - Count Medicare - % of Total Count Medicare - Reimbursement Average Medicare - (\$\$) Impact	v, v,	46,089.31 \$ 18% 43 15% 64.7% 29,819.78 \$	16,758.57 \$ 10% 20 9% 64.7% 10,842.79 \$	67,495.62 \$ 25% 99 26% 64.7% 43,669.67 \$	85,595.32 \$ 29% 118 29% 64.7% 55,380.17 \$	25,118.00 \$ 8% 52 14% 64.7% 16,251.35 \$	22,425.00 7% 165 30% 64.7% 14,508.98
Medicaid - \$\$ Medicaid - % of (\$\$) Total Medicaid - Count Medicaid - % of Total Count Medicaid - Reimbursement Average Medicaid - (\$\$) Impact	w w	132,907.55 \$ 53% 161 58% 25.5% 33,891.43 \$	85,154.19 \$ 49% 174 78% 25.5% 21,714.32 \$	110,691.64 \$ 41% 229 59% 25.5% 28,226.37 \$	89,663.10 \$ 31% 197 49% 25.5%	100,507.14 \$ 34% 239 62% 25.5% 25,629.32 \$	152,669.00 49% 196 35% 25.5% 38,930.60
Commercial - \$\$ Commercial - % of (\$\$) Total Commercial - Count Commercial - % of Total Count Commercial - % of Total Count Commercial - (\$\$) Impact	«	40,379.83 \$ 16% 58 21% 64% 25,762.33 \$	47,500.44 \$ 28% 40 18% 63.8% 30,305.28 \$	56,851.07 \$ 21% 46 12% 63.8% 36,270.98 \$	64,157.39 \$ 22% 53 13% 63.8% 40,932.41 \$	64,551.21 \$ 22% 54 14% 63.8% 41,183.67 \$	56,241.00 18% 112 20% 63.8% 35,881.76

Payer Trends by Count of Denial





Final Denial Adjustment Totals (Current Month)

Payer Group		Timely Filing	Mec	Medical Necessity	iţ	∠	Non-Covered	¥	Authorization		Credentialing	ling		<u>Totals</u>
BCBS BCBS - Reimbursement Average BCBS - Cash Lost	«	- 68.1%	У У	68.1%	1 1	\$	68.1%	\$ \$	68.1%	↔ ↔	68.1%	1 1	⋄	- 68.1%
Medicare Medicare - Reimbursement Average Medicare - Cash Lost	«	1,109.19 64.7% 717.65	\$ \$	64.7%	1 1	«	64.7%	 \$ \$	64.7%		64.7%	1 1	У	1,109.19 64.7% 717.65
Medicaid Medicaid - Reimbursement Average Medicaid - Cash Lost	«	25.5%	\$ \$	25.5%	1 1	«	25.5%	 \$ \$	6,326.65 25.5% 1,613.30	\$ 59. \$ 08.	25.5%	1 1	«	6,326.65 25.5% 1,613.30
Commercial Commercial - Reimbursement Average Commercial - Cash Lost	«	40.02 63.8% 25.53	У У	63.8%	1 1	«	63.8%	 \$ \$	40 63.8% 25	40.02 \$	63.8%	1 1	«	80.04 63.8% 51.07
Cash Lost (All Payers)	٠	743.18	⋄			\$		•	1,638.83	\$ \$8.		1	❖	2,382.01



APPENDIX (Key Fields)

Field Name	Field Name Field Description	Section
Gross A/R Days	Gross A/R Days Average days to collect based on gross charges and the 90-Day ADR	ΚPI
Total A/R Balance	Total A/R Balance Total A/R to include all oustanding insurance and self-pay balances. Includes credit balances	ΚΡ
Total Insurance A/R Balance (less Credits)	Total Insurance A/R Balance (less Credits) Total A/R for all accounts with active insurance. Does not include accounts with credit balances	ΚΡ
Total Self-Pay Balance	Total Self-Pay Balance Total A/R for all accounts identifed as active self-pay balances. Does not include credit balances	ΚΡ
MTD Cash Collections	MTD Cash Collections Total A/R cash collections posted within the EHR for that month	ΚΡΙ
POS Collections	POS Collections Cash collections posted on, or before, or within 7 days of the discharge date	ΚΡΙ
Total Insurance A/R Balance (>90 Days)	Total Insurance A/R Balance (>90 Days) All active insurance balances >90 days from the patient discharge date. This is reported on a global level by the individual payer	KPI
Self-Pay >90 % of Total A/R	Self-Pay >90 % of Total A/R Self-Pay patient balances >90 days as a % of the total outstanding A/R	ΚΡΙ
Credit Balances	Credit Balances The total of all active credit balances in the hospital A/R	KPI
Gross Revenue	<i>Gross Revenue</i> Total gross revenue posted within the EHR for that month	KPI
B/D Write-Off Total	B/D Write-Off Total Total bad debt adjustments posted within the EHR for that month	KPI
B/D Recovery Total	B/D Recovery Total Total bad debt recovery payments posted within the EHR for that month	ΚP
Insurance Denial Write-Off Amount	Insurance Denial Write-Off Amount Non Council Change and Authorization donials in the following insurance categories: Credentialing, Timely Filing, Medical Necessity,	KPI
DNSP Totals	noti-Covered Clauges, and Authorization definals **DNSP Totals** Combination of the FBNS and the DNFB totals***	KPI
	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	
FBNS Totals	I he total dollar amount and A/K days associated with the claims that have reached the final billed status in the EHK, but have not been final submitted and forwarded to the payer	KPI
DNFB Totals	DNFB Totals The total dollar amount and A/R days associated with the claims that have been discharged in the EHR, but have not been final billed	KPI
Total Insurance Discharges (% Billed)	Total Insurance Discharges (% Billed) % of current month discharges that were billed. Target is 85%	KP
Total Zero Pay Denials MTD (All DOS)	Total Zero Pay Denials MTD (All DOS) Count and % of claims in which the denied charges were 100% of the submitted charges. This is based on remitted claims within the current month	KPI
First Pass Clean Claim % Rate % of claims that pass	% of claims that passed through cleanly after manual intervention	ΚΡΙ
Clean Claim % Rate	Clean Claim % Rate % of claims that passed through cleanly requiring no intervention	ΚΡΙ
Previous Month (Net Change %)	Previous Month (Net Change %) % of change in A/R balances between the current month and the previous month	Aging
In-House A/R Days	In-House A/R Days The total number of A/R Days associated with patient accounts that have not been discharged	Aging
Final Denial Adjustment Totals	The total dollar of cash collections lost (based on reimbursement averages) for the following final denial categories: Credentialing, Timely Filing, Medical Necessity, Non-Covered Charges, and Authorization denials	Denials