

Department:	Health Department	Program Contact:	Aline Blumenauer
Program Offer Type:	Support	Program Offer Stage:	As Requested
Related Programs:	40040, 40042		
Program Characteristics:	In Target		

Executive Summary

Medical Accounts Receivable is responsible for providing medical billing, cash collection and patient account services for the Health Department's primary care, dental, specialty clinics, pharmacy, lab, behavioral health, and community-based health services.

Program Summary

The Medical Accounts Receivable Team is responsible for billing and collecting more than \$80 million a year in revenue. This includes billing, collection, cash handling and patient account services for clinics (primary care, school based health clinics, specialty public health and dental) as well as ancillary (lab, pharmacy), community based care (early childhood, healthy homes) and behavioral health services. The medical billing team maintains, bills and reconciles claims submitted to more than 200 different insurance carriers including Health Share of Oregon, Family Care and other Medicaid, Medicare, and commercial medical and dental insurance plans.

The Financial and Business Management division is committed to centering equity in policy and practice and in service to the Health Department's value of racial equity and mission to reduce health disparities. The division will continually invest time and resources into identifying and then dismantling internal and external structures that contribute to inequity, including the culture of white supremacy. The division employs a finance strategy to preserve critical services and support infrastructure for improved health outcomes. We strive to build trusting partnerships with community partners we depend on and we genuinely engage with communities and staff to drive positive changes, especially in the areas of business, operational and financial management. We pride ourselves on our ability to recruit, retain and promote a diverse, inclusive and high-performing workforce. The division is working to advance the objectives outlined in the Workforce Equity Strategic plan by committing resources for an equity and inclusion committee and operationalizing its policy recommendations.

Performance Measures

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of encounters processed for payment	234,505	260,000	268,000	260,000
Outcome	Percent of Receivables aged older than 90 days	36%	20%	33%	35%
Quality	Average Days In Accounts Receivable	35	40	32	35

Performance Measures Descriptions

Number of encounters demonstrates volume of work. % of receivables older than 90 days should be a small and declining %, since the older a claim gets, the less likely it is to be paid. There are many reasons why a claim might not be paid (e.g. client ineligible for service, client didn't have insurance coverage on the date of service) but this should be a small and declining % of total claims. Average days in accounts receivable is an approximation for the average length of time that it takes to collect on balances.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$1,316,535	\$0	\$1,389,813	\$0
Contractual Services	\$13,015	\$0	\$0	\$0
Materials & Supplies	\$226,929	\$0	\$101,608	\$0
Internal Services	\$193,577	\$0	\$219,996	\$0
Total GF/non-GF	\$1,750,056	\$0	\$1,711,417	\$0
Program Total:	\$1,750,056		\$1,711,417	
Program FTE	10.00	0.00	10.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2022: 40041 Medical Accounts Receivable

Changes in federal, state and payer requirements and processes created challenges and opportunities this year. Newly available COVID-19 vaccinations and boosters introduced new codes and reimbursement processes. Payer requirements related to COVID-19 vaccinations changed several times during the year. The team collaborated with program staff to prepare for the successful implementation of Good Faith Estimates, a component of the No Surprises Act. The program has been partnering with OCHIN and our divisional partners to identify opportunities for quality and reporting improvements.