Multnomah County

Department:	Health Department	**Program Contact:**	Mark Lewis
Program Offer Type:	Support	**Program Offer Stage:**	As Proposed
Related Programs:	40044		
Program Characteristics:			

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, home and community based health services.

Program Summary

The Medical Accounts Receivable Team is responsible for billing and collecting nearly $75 million a year in medical revenue. This includes billing, collection, cash handling and patient account services for clinics (primary care, school based health clinics, specialty public health, dental) as well as ancillary (lab, pharmacy) and home and community based care (early childhood, healthy homes.) 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.

Performance Measures

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	Number of encounters processed for payment	287,369	300,000	296,244	310,000
Outcome	Percent of Receivables aged (older than 90 days)	18%	21%	23%	21%
Quality	% of FQHC claims rejected or unpaid	0.75%	2.1%	0.4%	> 1%

Performance Measures Descriptions

Number of encounters demonstrates volume of work. % of receivables older than 90% should be a small and declining %, since the older a claim gets the less likely it is to be paid. Finally there are many reasons why a claim might not be paid (e.g. client ineligible for service, didn't have insurance coverage on the date of service) but this should be a small and declining % of total claims.

Legal / Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2015**	**2015**	**2016**	**2016**
Personnel	$1,200,961	$0	$1,324,435	$0
Contractual Services	$11,317	$0	$8,460	$0
Materials & Supplies	$38,779	$0	$123,851	$0
Internal Services	$153,657	$0	$132,951	$0
Total GF/non-GF	**$1,404,714**	**$0**	**$1,589,697**	**$0**
Program Total:	**$1,404,714**		**$1,589,697**	
Program FTE	13.00	0.00	14.00	0.00

Program Revenues				
Total Revenue	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2015: 40041 Business Operations - Medical Billing

This program offer no longer includes the cost of the EPIC system or the Data and Reporting team, now in its own program offer # 40044.