

<b>Department:</b>	Health Department	<b>Program Contact:</b>	Mark Lewis
<b>Program Offer Type:</b>	Support	<b>Program Offer Stage:</b>	As Adopted
<b>Related Programs:</b>	40044		
<b>Program Characteristics:</b>			

### 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 \$80 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 and 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of encounters processed for payment	289,332	310,000	272,336	256,338
Outcome	Percent of Receivables aged (older than 90 days)	20%	21%	20%	20%
Quality	Avg Days In Accounts Receivable	40	45	47	40

### 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. 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.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$1,022,676	\$0	\$1,092,242	\$0
Contractual Services	\$13,504	\$0	\$10,121	\$0
Materials & Supplies	\$48,451	\$0	\$36,112	\$0
Internal Services	\$251,480	\$0	\$272,780	\$0
<b>Total GF/non-GF</b>	<b>\$1,336,111</b>	<b>\$0</b>	<b>\$1,411,255</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$1,336,111</b>		<b>\$1,411,255</b>	
<b>Program FTE</b>	8.90	0.00	9.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2020: 40041-20 Medical Accounts Receivable