



Program #40041 - Medical Accounts Receivable FY 2024 Adopted

Department: Health Department **Program Contact:** A Blumenauer
Program Offer Type: Support **Program Offer Stage:** Adopted
Related Programs: 40040A, 40042
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, behavioral health, and community-based health services.

Program Description

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	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of encounters processed for payment	255,124	260,000	207,894	210,000
Outcome	Percent of receivables aged (older than 90 days)	32%	33%	26%	33%
Quality	Average Days In Accounts Receivable	22	32	20	32

Performance Measures Descriptions

Number of encounters demonstrates the volume of work. % of receivables older than 90 days – is the percentage of total receivables that is over 90 days excluding self-pay balances. This metric measures the efficiency of collecting payments. Average Days in Accounts Receivable is the number of days it takes to resolve outstanding balances.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$1,393,057	\$0	\$1,741,111	\$0
Materials & Supplies	\$101,687	\$0	\$106,771	\$0
Internal Services	\$219,917	\$0	\$226,293	\$0
Total GF/non-GF	\$1,714,661	\$0	\$2,074,175	\$0
Program Total:	\$1,714,661		\$2,074,175	
Program FTE	10.00	0.00	12.00	0.00

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

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2023: 40041 Medical Accounts Receivable

FY 2023 – program has been working strategically on different initiatives aimed at improving performance which include quality improvement projects as well as training and development support for staff. To reduce reliance on contracted services the team added 2.00 additional Financial Specialists.

The team collaborated with program staff and successfully implemented system builds that facilitated the administration of Covid-19 treatment drugs and the MPXV (mpox) vaccine during the outbreak in 2022.

In alignment with federal requirements the billing team collaborated with services across the department to implement Good Faith Estimates (GFE). GFEs provide the total expected cost of any health care item and service.