



**Program #40041 - Medical Accounts Receivable** FY 2026 Department Requested

**Department:** Health Department **Program Contact:** Aline Blumenauer  
**Program Offer Type:** Administration **Program Offer Stage:** Department Requested  
**Related Programs:** 40040, 40042  
**Program Characteristics:**

**Program Description**

In FY25, The Medical Billing team provided technical and billing expertise, supporting the transition of Behavioral Health billing from Evolv to EPIC resolute. This move will position Behavioral Health to maximize revenue through improved denial management, expanded payor billing capabilities, stronger clinical documentation and advanced data analytics.

The program also partnered with Public Health and CSI to transition Early Childhood Services (now Parent Child Family Health) program to electronic charting in EPIC, streamlining billing. Lastly, the ICS division withdrew from the Reproductive Health program on 12/31/24, requiring adjustments to EPIC and billing. This reduces future billing volume, but patients will continue to still receive services through ICS or other clinics.

**Performance Measures**

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of encounters (processed for payment)	236,060	210,000	236,000	259,000
Outcome	Percent of receivables over 90-days (excludes self-pay)	16%	33%	25%	33%
Quality	Average days in Accounts Receivable (excludes self-pay)	21	32	26	32

**Performance Measures Descriptions**

The number of encounters demonstrates the volume of work. Percent of receivables older than 90 days – is the % of account receivables that has been unpaid for more than 90 days (excluding self-pay balances). This metric measures the timely submission and efficient collection of payments on older accumulating balances. A lower rate is financially healthy. The Average Days in Accounts Receivable (excluding self-pay balances) measures the average number of days it takes to collect payments after a service is provided. This metric assesses operational efficiency.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$1,834,752	\$0	\$1,738,892	\$0
Materials & Supplies	\$110,722	\$0	\$113,712	\$0
Internal Services	\$269,479	\$0	\$253,051	\$0
<b>Total GF/non-GF</b>	<b>\$2,214,953</b>	<b>\$0</b>	<b>\$2,105,655</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$2,214,953</b>		<b>\$2,105,655</b>	
<b>Program FTE</b>	12.00	0.00	11.00	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 2025: 40041 Medical Accounts Receivable

In FY25, The Medical Billing team collaborated with the Behavioral Health and CSI teams and provided technical and billing expertise, supporting the transition of Behavioral Health billing from Evolv to EPIC resolute. This move will position Behavioral Health to maximize revenue through improved denial management, expanded payor billing capabilities, stronger clinical documentation and advanced data analytics.

The program also partnered with Public Health and CSI to transition the Parent Child Family Health program to electronic charting in EPIC, streamlining billing. Lastly, the ICS division withdrew from the Reproductive Health program on 12/31/24, requiring EPIC builds adjustments. Patients will continue to receive services through ICS or other clinics.