Division: Financial And Business Management

Program Characteristics:

Program Description

The Medical Accounts Receivable Team is responsible for billing and collecting over $80 million in annual revenue for the Health Department. The program manages billing, collections, cash handling and reconciliation for Multnomah County's Primary Care, Dental, School Health centers and Public Health clinics, as well as ancillary services (lab and pharmacy), community-based care (Parent Child Family Health) and Behavioral Health. The program processes and reconciles claims for more than 200 insurance carriers, including Coordinated Care Organizations (CCO) and other Medicaid plans, in addition to Medicare, and various commercial medical and dental plans. Additionally, the program facilitates Medicaid and Medicare enrollment for providers and clinics ensuring continued access to care for the communities we serve.

Equity Statement

The Health Department's Financial and Business Management (FBM) team upholds the highest standards of fiduciary responsibility and financial stewardship, ensuring resources are managed with integrity and transparency. FBM centers equity in policy and practice, supporting the Health Department's mission to reduce health disparities. FBM continually invests time and resources into identifying and dismantling systems that contribute to inequity and white supremacy culture.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	$1,890,990	$0	$1,971,353	$0
Materials & Supplies	$113,694	$0	$117,446	$0
Internal Services	$253,051	$0	$217,526	$0
Total GF/non-GF	**$2,257,735**	**$0**	**$2,306,325**	**$0**
Total Expenses:	**$2,257,735**		**$2,306,325**	
Program FTE	12.00	0.00	12.00	0.00
Total Revenue	**$0**	**$0**	**$0**	**$0**

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Number of claims (processed for payment)	249,350	259,000	271,950
Payments received (from Claims, Wraparound & Medicare Cost report)	$47,844,250	$43,820,524	$45,657,782