

Department:	Health Department	Program Contact:	Virgil Gillespie
Program Offer Type:	Support	Program Offer Stage:	As Requested
Related Programs:	40040, 40042		
Program Characteristics:	In Target		

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, behavioral health, 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), 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	FY20 Actual	FY21 Budgeted	FY21 Estimate	FY22 Offer
Output	Number of encounters processed for payment	250,458	256,338	260,000	260,000
Outcome	Percent of Receivables aged (older than 90 days)	18%	20%	20%	20%
Quality	Avg Days In Accounts Receivable	60+	40	38	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. There are many reasons why a claim might not be paid (e.g. client ineligible for service, client 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	Requested General Fund	Requested Other Funds
Program Expenses	2021	2021	2022	2022
Personnel	\$1,092,242	\$0	\$1,316,535	\$0
Contractual Services	\$10,121	\$0	\$13,015	\$0
Materials & Supplies	\$36,112	\$0	\$226,929	\$0
Internal Services	\$272,780	\$0	\$193,577	\$0
Total GF/non-GF	\$1,411,255	\$0	\$1,750,056	\$0
Program Total:	\$1,411,255		\$1,750,056	
Program FTE	9.00	0.00	10.00	0.00

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

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2021: 40041 Medical Accounts Receivable

2020 presented our division and staff with new challenges including remote working, lack of childcare, school closures, wildfires, continued racial injustice and a divisive national election - these and other challenges had significant impacts on our personal and professional lives. Our teams have adeptly responded to these challenges by implementing new workflows, building and strengthening relationships and applying an equity lens to decision making.

The Medical Accounts Receivable team identified changes in billing requirements and updates processes as payors updated reimbursement models for telemedicine and clinics adjusted their services.