

## Legislation Text

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### Status Report on Governing Council Task Force Requests from May 2021 - Riley

Unfortunately, we are not able to easily obtain the data for any of the payments made after a patient has been mailed a statement as this data is not in a format we can retrieve from our system at this time. Currently, there is no automated way to offer a discount for payment on the day of service without being 100% manual and front desk staff do not have access to make any account adjustments as this would be considered a conflict of interest. The data illustrates that we do well when we collect payment at the time of service and we will continue to work with staff on that. In addition, we will be working with staff to set up payment plans for a patient with a larger account balance and review the training on the Hardship Application process. We are planning to address these issues in 2022 as part of the goals of the Revenue Cycle team.

#### Reviewing the patient visit data:

- All Patients - 82% had only one visit in any given month
- Medical Patient - 88% had only one visit in any given month
- Dental Patient - 87% had only one visit in any given month
- Behavioral Health Patient - 86% had only one visit in any given month
- Medical Assisted Treatment (MAT) Patient - 45% had only one visit in any given month

Upon reviewing patient visits of 5 or more per month, the majority of those patients are receiving therapy services. The data shows all visits for FY21 regardless of the patient's insurance status. The Health Informatics Team has been asked to create additional reports so that we can better match visits to patient and payer types. Once these reports are complete, that data will be brought to the Council.

None, for information only.