

The County of Santa Cruz
Integrated Community Health Center Commission
MEETING AGENDA

December 6, 2018 @ 11:00 am

Meeting Location: 1080 Emeline Ave., Bldg. D (DOC Conference Room, 2nd Floor), Santa Cruz, CA 95060
5901 Christie Ave., Suite 502, Emeryville, CA 94608
1939 Harrison Street, Suite 211, Oakland, CA 94612

ORAL COMMUNICATIONS - Any person may address the Commission during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. All Oral Communications must be directed to an Item not listed on today's Agenda, and must be within the jurisdiction of the Commission. Commission members will not take actions or respond immediately to any Oral Communications presented, but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

1. Welcome/Introductions
2. Oral Communications
3. Election of Officers – Action Needed
4. November 1, 2018 Meeting Minutes – Recommend for Approval
5. Operational Site Visit Update
6. Future Agenda Topics
7. Quality Management Committee Update
8. Financial Update
9. CEO Update

Action Items from Previous Meetings:

Action Item	Person(s) Responsible	Date Completed	Comments
E-mail Organizational Chart	Amy	11/1/18	

Next meeting: January 3, 2019 11:00 am- 1:00 pm
1080 Emeline Ave, Building D, DOC Conference Room, Second Floor, Santa Cruz, CA 95060

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Raquel Ramfrez Ruiz

Minutes of the meeting held November 1, 2018

Attendance	
Rama Khaisa	Chair
Christina Berberich	Member
Marco Martinez-Galarce	Member
Dinah Phillips	Member
Len Finocchio	Member
Gustavo Mendoza	Member
Nicole Pfeil	Member
Amy Peeler	Chief of Clinic Services
Raquel Ramfrez Ruiz	County of Santa Cruz, Senior Health Services Manager
Meeting Commenced at 11:08 am and Concluded at 11:55 am	
1. Excused/Absent:	
Excused: Pamela Hammond Excused: Rahn Garcia	
2. Oral Communications:	
3. October 4, 2018 Meeting Minutes - Action item	
Review of October 4, 2018 minutes - Recommended for Approval. Dinah motioned for the acceptance of the minutes and Marco seconded, and the rest of the members present were in favour.	
4. Quality Management Committee Update	
<p>Raquel reviewed the Ability to Pay Program Survey Summary. A total of 50 surveys were collected from clinic sites. 86% of survey respondents know about the Ability to Pay Program. Of those that responded, 78% are currently enrolled. Only 5% of respondents felt neutral about the affordability of fees, the rest felt the fees were very much or somewhat affordable. 96% of respondents felt that the Ability to Pay program makes clinic services more accessible to them. Santa Cruz County fees are comparable to other counties. If someone can not afford the cost of their services, the Business Office will arrange a payment plan to help reduce the burden. It was decided to leave fees as they are currently, so services remain accessible. The commission recommended using consistent language, either Ability to Pay or Sliding Scale on all documentation.</p> <p>Raquel also shared that the Central California Alliance for Health has deployed Quality Improvement nurses to Watsonville Health Center for the past 6 month and will be extending the offer for the nurses to work with the Santa Cruz Health Center and the Homeless Persons Health Project in the next few months. Len requested more information on Care Based Incentives at a future meeting.</p>	
5. Financial Update	
Amy reported that she will have a quarterly report available prior to the December meeting. She reviewed some financial report samples which demonstrated charges vs. claims, visit metrics and same day visits. Commission members expressed interest in seeing more reports along those lines. She will bring more variations on the financial data to share in future meetings.	
6. CEO update	
Amy reported the county has announced the new Health Services Agency Director, Mimi Hall. She also reported Julian Wren has accepted the Administrative Services Manager position and will start on November 5 th . The county was awarded a HRSA grant for Substance Use Disorders and Mental Health services which will fund a new Health Service Manager position to oversee the Medication Assisted Treatment Program. This funding will also support expansion of Acupuncture for substance use disorders and chronic pain. Amy distributed a revised organizational chart of the Clinic Services Division with the total full-time equivalent staffing.	
Action items:	

Next Meeting: December 6th, 2018 11:00 am -1:00 pm
1080 Emeline, Santa Cruz, CA

Minutes approved _____ / / _____
(Signature of Board Chair or Co-Chair) (Date)

County of Santa Cruz (HSA)
 FY 18/19 (All) CLINIC(All)
 As of 10-31-18

GLKey Division Object	(All) CLINIC (All)	Sum of Budget	Sum of Actual	Sum of Estimated Actuals	Sum of EA Var to Bud	Variance %
EXPENDITURE		41,497,527	6,027,260	39,495,344	2,002,182.84	-4.82
CLINIC ADMINISTRATION		5,396,418	820,188	5,386,413	10,004.93	-0.19
CORAL STREET CLINIC (HPHP)		4,142,344	1,056,527	3,908,355	233,989.33	-5.65
EMELINE CLINIC		8,939,105	2,091,029	7,428,639	1,510,465.66	-16.9
FORENSIC SERVICES		0	26,488	(33,646)	33,646.47	N/A
MENTAL HEALTH FQHC		13,984,042	6,419	14,006,333	(22,291.15)	0.16
WATSONVILLE CLINIC		7,435,618	2,020,749	6,759,250	676,367.60	-9.1
WATSONVILLE DENTAL		1,600,000	5,860	2,040,000	(440,000.00)	27.5
REVENUE		(39,944,386)	(6,461,956)	(39,944,258)	(127.80)	-0.0003
CLINIC ADMINISTRATION		(1,919,776)	(390)	(1,919,776)	0.00	0
CORAL STREET CLINIC (HPHP)		(2,931,133)	(411,335)	(2,931,133)	0.00	0
EMELINE CLINIC		(9,213,273)	(1,019,107)	(9,213,145)	(127.80)	-0.0013
MENTAL HEALTH FQHC		(15,084,042)	(2,328,346)	(15,084,042)	0.00	0
WATSONVILLE CLINIC		(8,596,162)	(2,111,085)	(8,596,162)	0.00	0
WATSONVILLE DENTAL		(2,200,600)	(591,693)	(2,200,000)	0.00	0
Grand Total		1,553,141	(434,696)	(448,914)	2,002,055.04	28.9

Accounts Receivable		Compare To 13 Week Ave				
Unit		This Week	Last Week	% Change	13 Week Ave	% Variance
AR	Days	86.8	79.1	9.75%	76.2	13.9%
	Dollars (K)	\$3,577.7	\$3,429.6	4.32%	\$3,264.8	9.9%
Pre-AR (Charge Review)	Days	3.6	4.9	-26.8%	5.1	-30.4%
	Dollars (K)	\$147.0	\$211.2	-30.4%	\$219.5	-33.0%
Aging over 120 Days	Dollars (K)	\$540.6	\$509.5	6.1%	\$533.3	1.4%
	Percent	15.11%	15%	1.7%	15%	1.4%

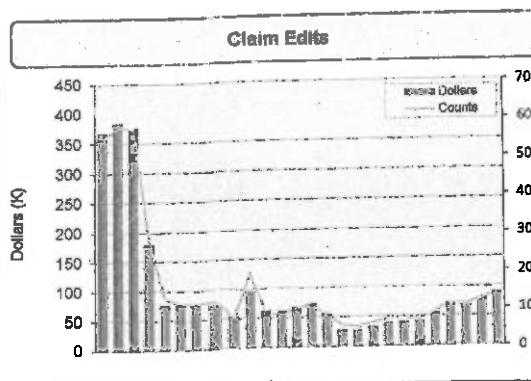
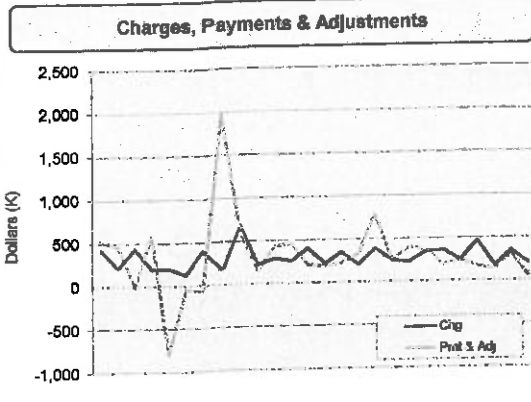
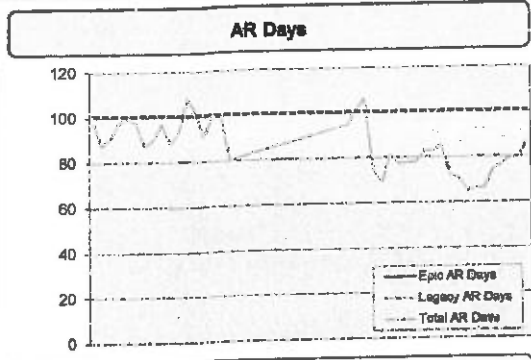
Total AR AR Breakdown Aging Top Ten

Charges, Payments & Adjustments		Compare To 13 Week Ave				
Unit		This Week	Last Week	% Change	13 Week Ave	% Variance
Charges	Total (K)	\$200.6	\$350.0	-42.7%	\$288.7	-30.5%
	Epic Only (K)	\$200.6	\$350.0	-42.7%	\$288.7	-30.5%
ADR	Total (K)	\$41.2	\$43.4	-4.9%	\$42.8	-3.7%
	Epic Only (K)	\$41.2	\$43.4	-4.9%	\$42.8	-3.7%
Payments	Dollars (K)	\$325.6	\$431.6	-24.6%	\$470.7	-30.8%
Adjustments	Dollars (K)	-\$273.1	-\$121.9	124.0%	-\$193.6	41.1%
Undistributed	Dollars (K)	\$203.8	\$202.2	0.8%	\$213.9	-4.7%

Financial Summary Payments / Adj Undistributed Top Ten

Claims		Compare To 13 Week Ave				
Unit		This Week	Last Week	% Change	13 Week Ave	% Variance
Transactions Sent (Primary Only)	Count	4,434	2,980	48.8%	3,979	11.4%
	Dollars (K)	\$403.2	\$202.4	99.2%	\$319.3	26.3%
Claim Edits	Days	2.2	1.8	20.8%	1.3	72.7%
	Dollars (K)	\$90.1	\$78.4	14.8%	\$54.0	66.9%
Claims Acceptance	Percent	#N/A	#N/A	#N/A	0.0%	-

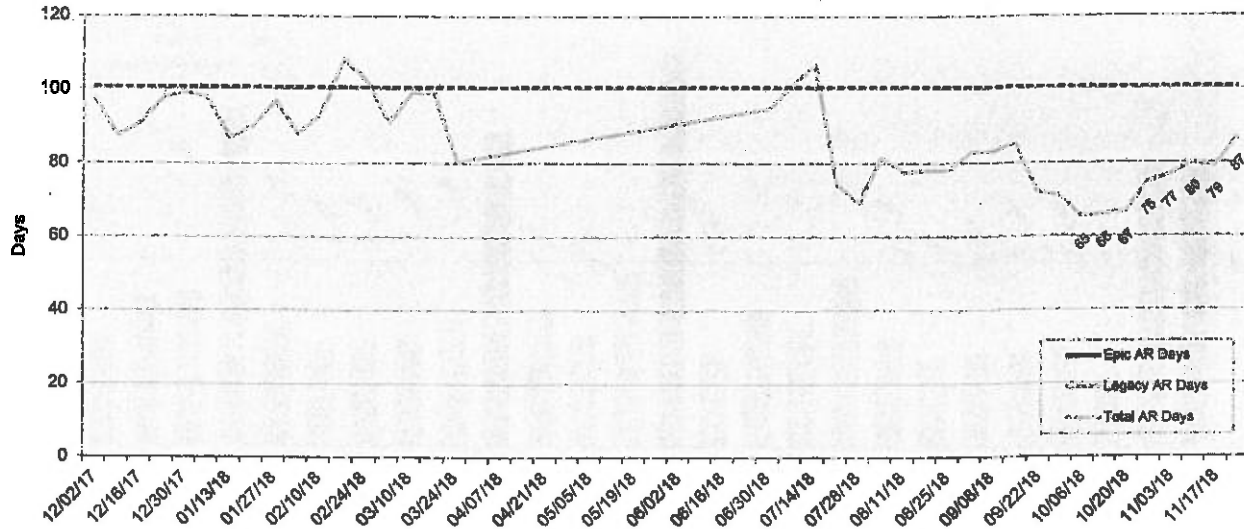
Claims Top Ten



Show Data Labels?

Total AR Days

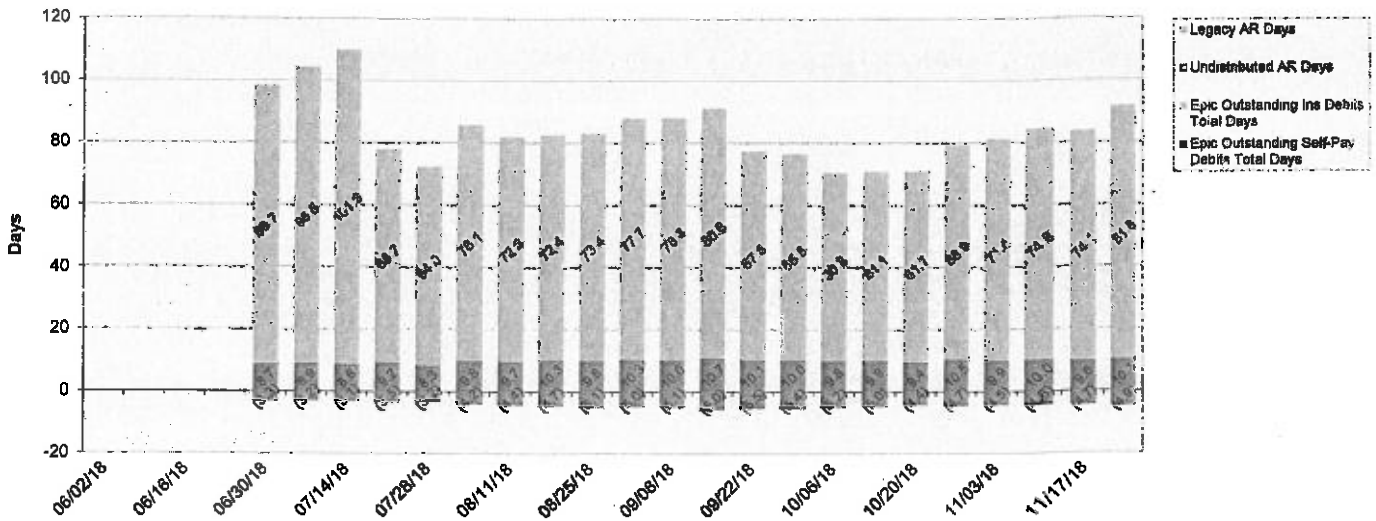
Baseline: 100.7 Days



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AR Snapshot

Epic and Legacy Data

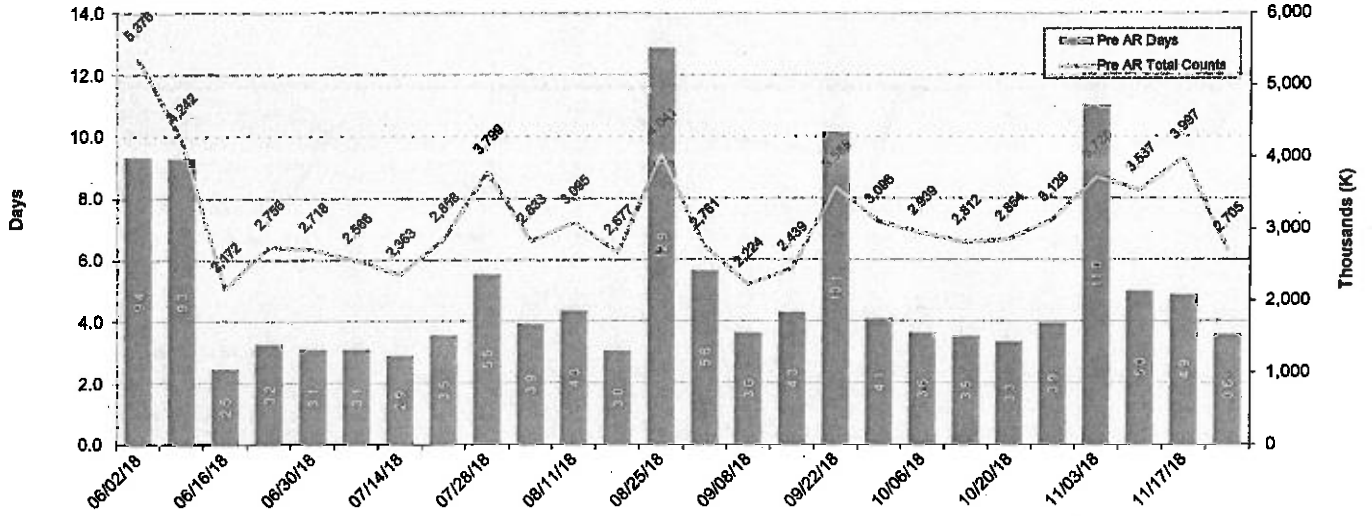


AR Days: $AR\ Balance / Total\ Average\ Daily\ Revenue$
Average Daily Revenue: is averaged over 13 weeks (91 days). Baseline metrics are used to fill in the average daily revenue for weeks that are pre-go live.

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Pre-AR (Charge Review)

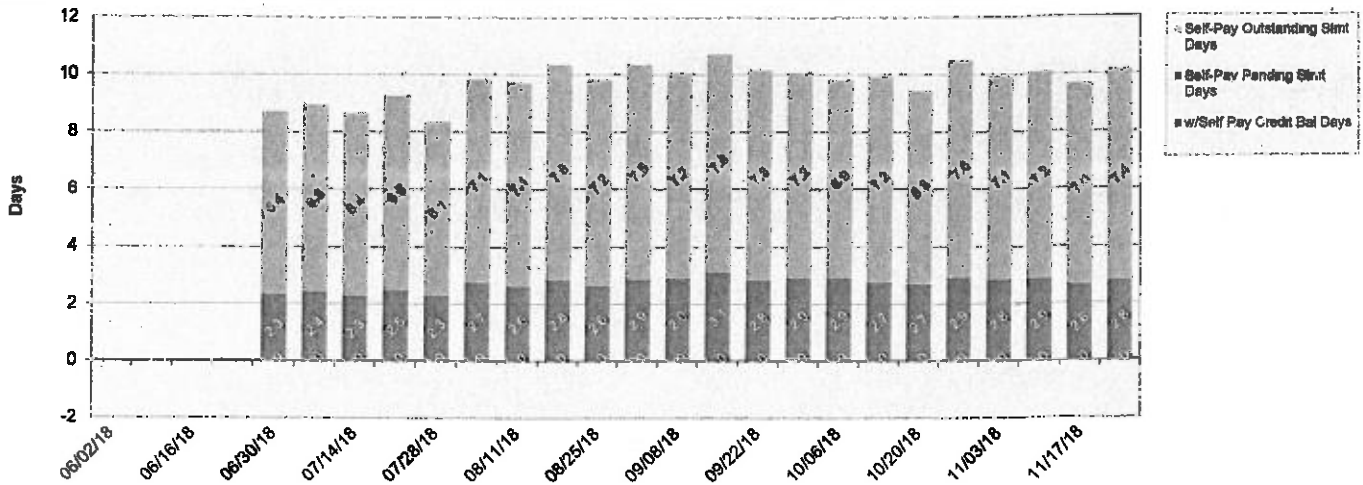
Epic Data Only



Epic Data Only

Self Pay Breakdown

Average Data Based on Days

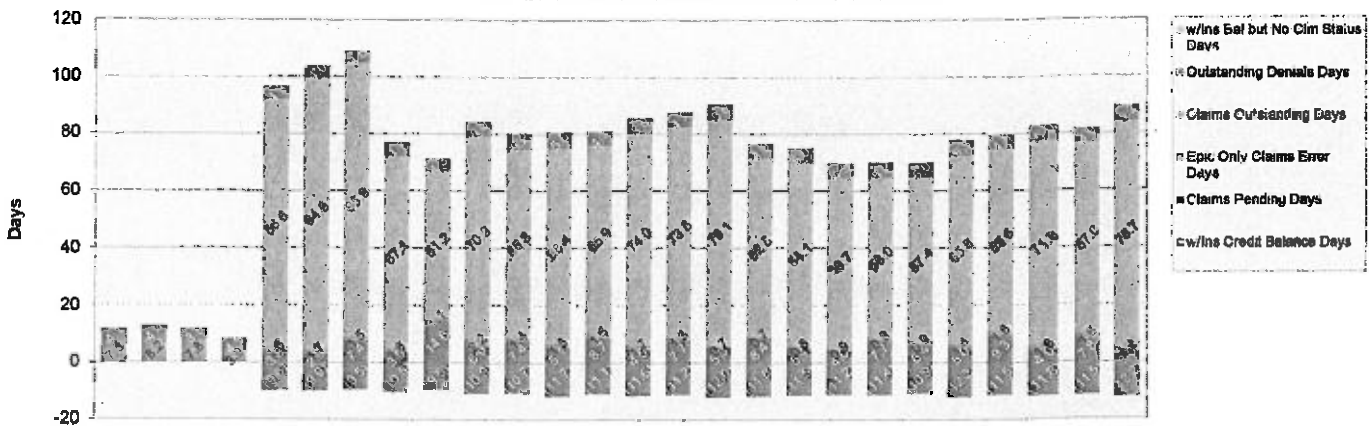


Self-Pay: Includes all charges that are fully self-pay and the self-pay portion of charges split with insurance.
Counts: The number of self-pay charges.
Self-Pay Pending: Statements that are pending or on a run not yet accepted and do not have an error.
Self-Pay Outstanding: Statements that have been accepted on a statement run.
w/Self-Pay Credit Balance: Payments that have been overmatched to a charge resulting in a credit balance (this does not include undistributed credits).
Days Divisor: Total Average Daily Revenue (Epic + Legacy), AR Dollars/Total Average Daily Revenue

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Insurance Breakdown

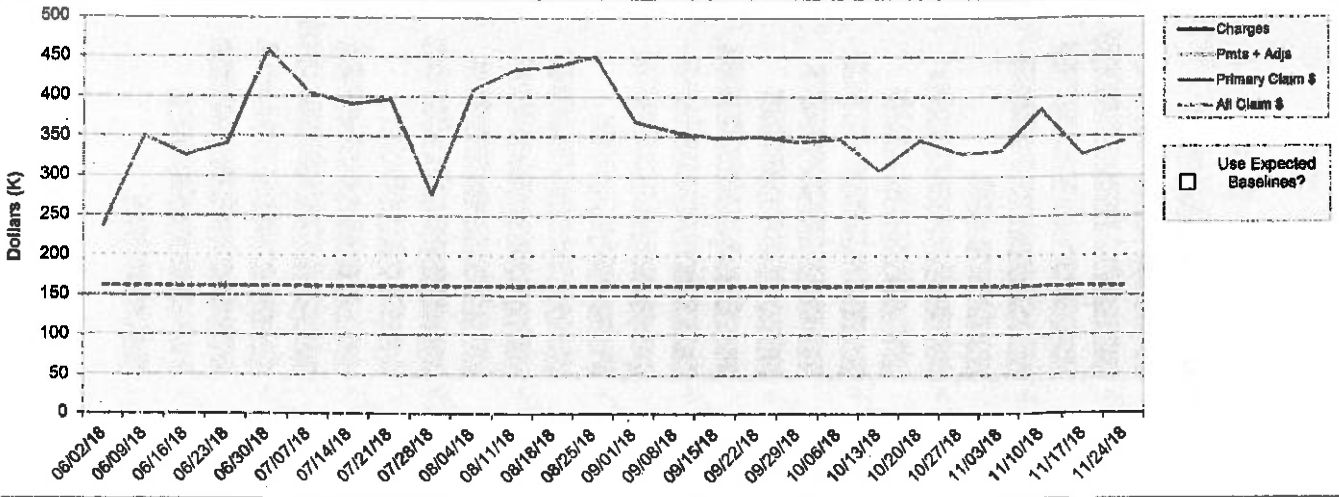
Epic Data Only



Counts: The number of insurance charges.
Claims Pending: Claims that are not accepted on a claim run yet and do not have an error (a run has been created but it hasn't been accepted yet, an error is corrected and ready for submission, a charge has not been sent to payor and is in the claim processing queue, etc.).
Claims Error: Claims in the claim edit workqueue.
Claims Outstanding: Claims that have been accepted on a claim run.
w/Ins Bal but No Claim Status: Charges that have an insurance balance, but do not have a pending, error, or outstanding claim status.
w/Ins Credit Balance: Payments that been overmatched to a charge resulting in a credit balance.
Days Divisor: Total Average Daily Revenue (Epic + Legacy), AR Dollars/Total Average Daily Revenue

Financial Summary

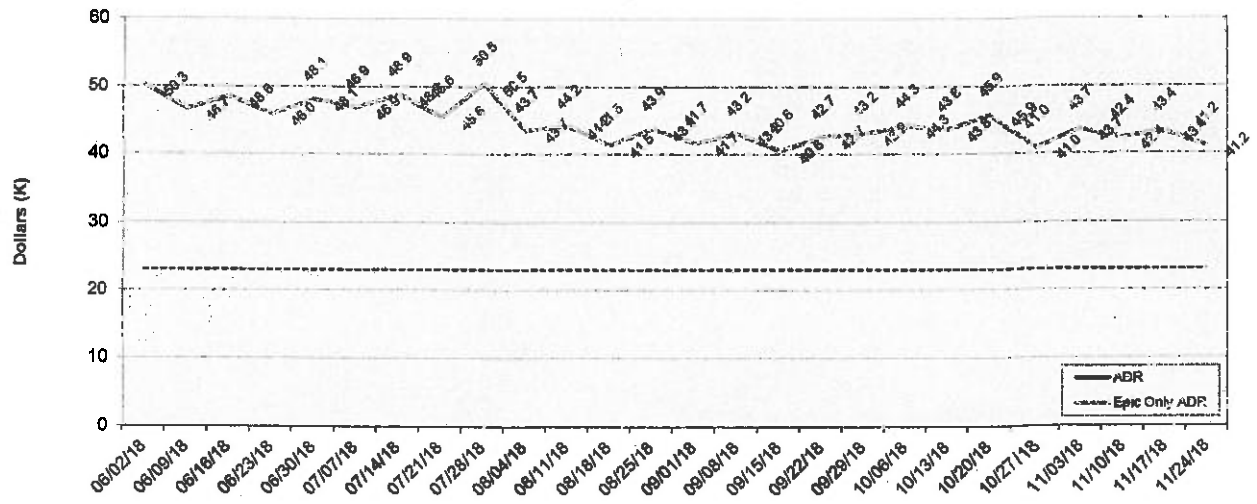
<input type="checkbox"/> Charges	<input type="checkbox"/> Primary Claims Only	<input type="checkbox"/> 4 Week Averages	<input type="checkbox"/> Primary Claims Only	Separate lines for Epic and Legacy Charge average data based on percentage changes from baseline
<input type="checkbox"/> Payments & Adjustments	<input type="checkbox"/> All Claims	<input type="checkbox"/> Charges	<input checked="" type="checkbox"/> All Claims	



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ADR (Average Daily Revenue)

[Epic and Legacy Data](#)

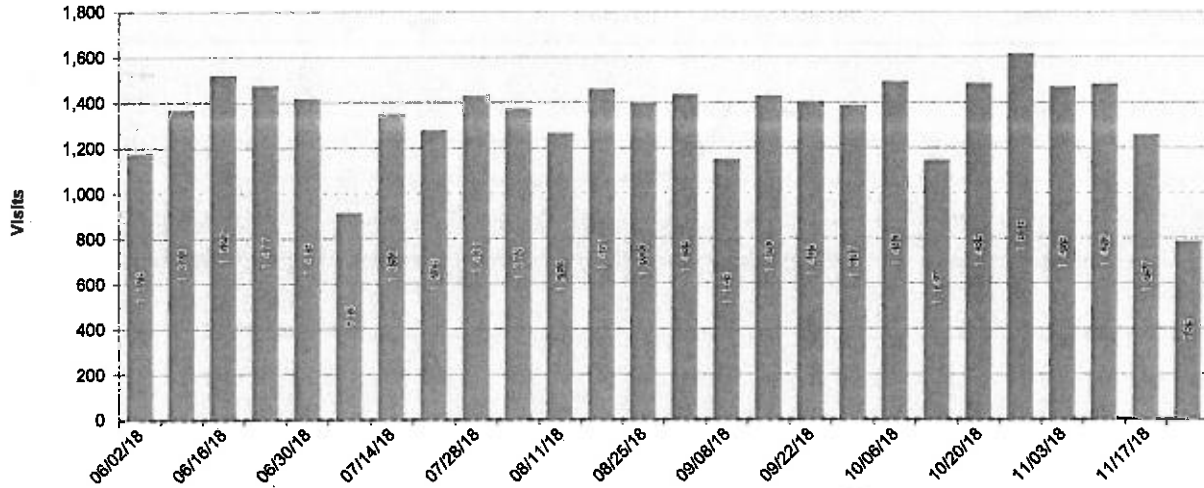


ADR: Average daily charges for the last 91 days (13 weeks).

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Visit Metrics

[Epic Data Only](#)



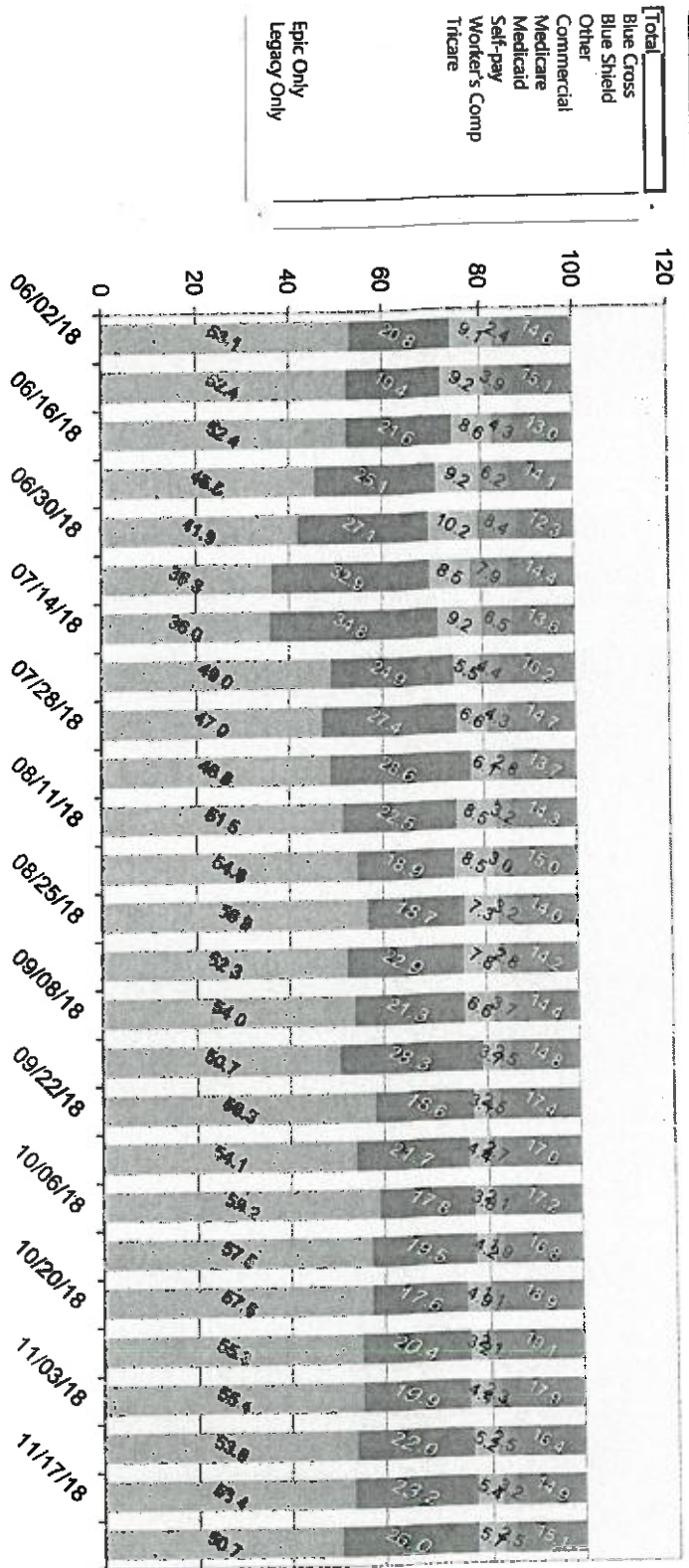
Visit Volume: Weekly total of all arrived or completed appointments.

Dollars Percent

Scale (Dollars):

Total Aging % of Total

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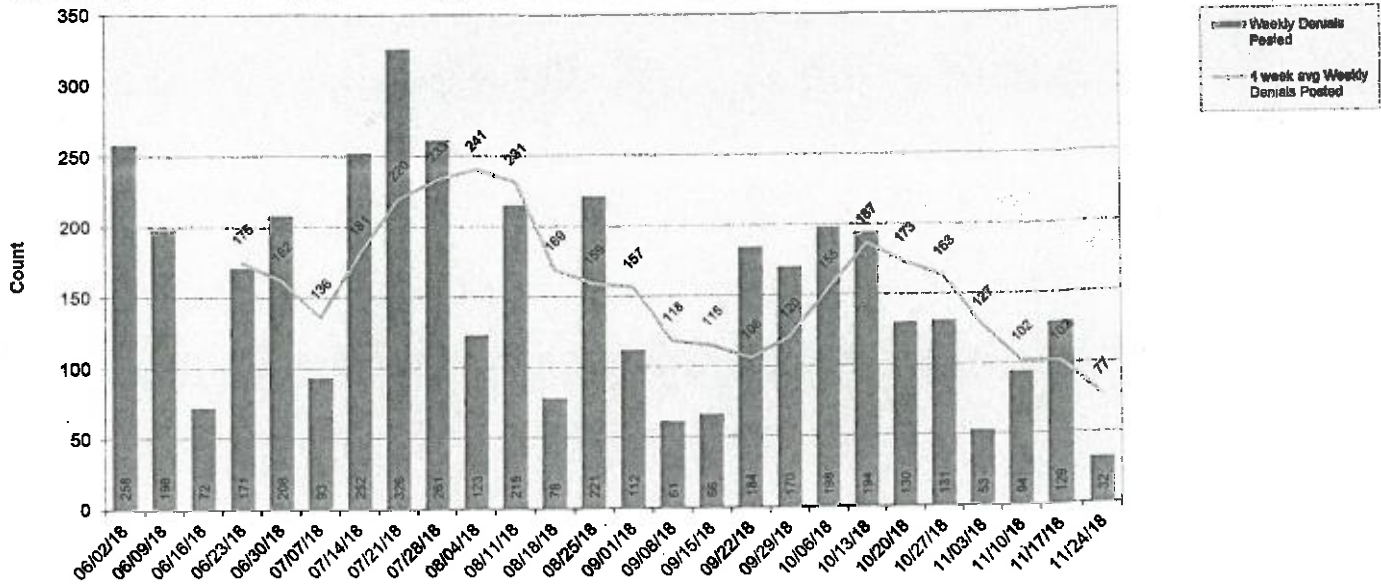
Aging Dollars: include outstanding debits minus credits (including undistributed credits), and aging is determined by your system configuration as indicated below:
 Insurance: Service Date _____ or Post Date _____
 Self-Pay: Service Date _____ or Post Date _____ or First Stmt Date _____
 Total: includes Epic and Legacy Data (if available). All Other Categories are Epic Only.

■ Over 120
 ■ 91-120
 ■ 61-90
 ■ 31-60
 ■ 0-30

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Denials

Epic Data Only



Denials Posted: Number of denials posted in Epic

Top Ten Denials Posted (Rolling 30 Days)

	Original Count	Original Message	Disputed Count	Amount	Percentage
1	16	CO16-LACKS INFO NEEDED FOR ADJUDICATION.	70	\$8,835	19%
2	31	CO31-DENIED, PATIENT NOT INSURED.	41	\$8,485	14%
3	109	CO109-NOT CVD, INCORRECT PAYER/CONTRACTOR.	24	\$5,487	12%
4	18	CO18-DUPLICATE CLAIM/SVC.	49	\$4,275	9%
5	29	CO29-TIME LIMIT FOR FILING HAS EXPIRED.	24	\$3,871	8%
6	22	CO22-DENIED/REDUCED, COB.	30	\$3,441	7%
7	4	CO4-PX INCONSISTENT WITH MOD USED.	64	\$2,978	6%
8	2013	COB13-PREVIOUSLY PAID.	8	\$2,300	5%
9	2007	COB7-PROVIDER NOT CERTIFIED ON DOS.	8	\$2,089	5%
10	6	CO6-PX INCONSISTENT WITH PATIENT'S AGE.	10	\$1,745	4%



**County of Santa Cruz
Health Services Agency**

Medical Clinic Services

**Visits by Visit Program
Visit Dates 7/1/2017 to 6/30/2018**

SANTA CRUZ CLINIC

Behavioral Health-Adult	1
BH Integrated	6,580
Family Planning	53
HIV	665
Immunization Mass/Clinic	4
Immunization Only	1,315
Lab Only	11,438
None	22
Orthopedic Specialty/Clinic	1,078
Pediatric Specialty/Clinic	133
Primary Care Other	14,308
STD	2
TB	50
Unclassified Services	93
Xray Only	289

Distinct Count of Patients: 7,315 Distinct Count of Visits: 36,024

Average Visit/Patient for Clinic: 4.92

SCZ HPHP CLINIC

BH Integrated	1,483
Family Planning	9
Field	957
Hospital	1
Immunization Only	76
Lab Only	2
None	1
Primary Care Other	4,121

Distinct Count of Patients: 1,184 Distinct Count of Visits: 6,649

Average Visit/Patient for Clinic: 5.62

WATSONVILLE CLINIC

BH Integrated	4,292
Dental	6,363
Family Planning	866
HIV	130
Immunization Mass/Clinic	6
Immunization Only	1,883
Lab Only	9,587
None	35
Orthopedic Specialty/Clinic	141
Pediatric Specialty/Clinic	4,006
Primary Care Other	21,947
STD	1
TB	62

Unclassified Services 226
Xray Only 385

Distinct Count of Patients: 9,595 Distinct Count of Visits: 49,930

Average Visit/Patient for Clinic: 5.20

Grand Total of Patients: 15,424 Grand Total of Visits: 92,603

Total Average Visit/Patient: 6.00