Multnomah County
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Program # 40041 - Business and Quality - Medical Billing	Version 2/14/2008 s

Priority: Basic Needs   **Lead Agency:** Health Department

Program Offer Type: Support   **Program Contact:** LEAR Wendy R

Related Programs:

Program Characteristics:

Executive Summary

Business and Quality Services-Medical Billings Unit is responsible for providing medical billings and cash collection services for the Health Department.

Program Description

Provides claims processing services and cash collection services for all of the Health Department's Primary Care and specialty clinics. Responsible for all billing and collection from Medicaid, Medicare, and commercial insurance.

Program Justification

Medical billing is an essential part of any clinical system. This team is responsible for the collection of all patient fees, insurance payments, Medicare and Medicaid claims processing. The Medical Accounts Receivable team is responsible for collecting nearly $40 million in annual medical billing revenue. This represents about 1/3 of the Department's total budget.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Days in A/R, reported in number of days	70	69	70	70
Outcome	Percent of Receivables aged (older than 90-days)	30.0%	29.0%	30.0%	15.0%

Performance Measure - Description

Days in A/R reflects how quickly claims are processed and payments are received and posted. A lower number of days shows improvement. Percent Aged, shows how many of the claims are allowed to stall in collections for a long period, decreasing the
chance of collection.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2008	2008	2009	2009
Personnel	$636,337	$0	$734,947	$0
Contracts	$95,840	$0	$95,840	$0
Materials & Supplies	$831,520	$0	$1,370,134	$0
Internal Services	$79,360	$0	$84,909	$0
Subtotal: Direct Exps:	**$1,643,057**	**$0**	**$2,285,830**	**$0**
Administration	$13,859	$0	$33,587	$0
Program Support	$0	$0	$0	$0
Subtotal: Other Exps:	**$13,859**	**$0**	**$33,587**	**$0**
Total GF/non-GF:	**$1,656,916**	**$0**	**$2,319,417**	**$0**
Program Total:	**$1,656,916**		**$2,319,417**	
Program FTE	9.00	0.00	10.00	0.00
Program Revenues				
Program Revenue for Admin	$0	$0	$0	$0
Total Revenue:	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

Significant Program Changes

Last year this program was:
The program hasn't significantly changed, however the costs reported herein have increased. The cost for IT services and transactional fees for the EPIC practice management and EHR system are reported in Medical Billing since both are support functions for clinical services across the Department, not just one service area. EPIC fees were reported in #40032 Lab, X-ray, and Medical Records last year.