

**Lead Agency:** Health Department

**Program Contact:** LEAR Wendy R

**Program Offer Type:** Support

**Related Programs:**

**Program Characteristics:** In Target

**Executive Summary**

Business and Quality Services-Medical Billing 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.

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 (FY09-10) | Current Year Purchased (FY10-11) | Current Year Estimate (FY10-11) | Next Year Offer (FY11-12) |
|--------------|--|--------------------------------|----------------------------------|---------------------------------|---------------------------|
| Output       | Number of encounters processed for payment       | 256,523                        | 215,000                          | 320,953                         | 325,000                   |
| Outcome      | Percent of Receivables aged (older than 90 days) | 71.0%                          | 20.0%                            | 38.0%                           | 33.0%                     |
| Quality      | % of FQHC claims unpaid                          | 2.1%                           | 2.0%                             | 3.0%                            | 2.6%                      |

**Performance Measure - Description**

New measures reflect data now readily available and reported monthly to management. # of encounters demonstrates volume of work. % of receivables older than 90% should be a % and declining %. Since older claims are less likely to be collected, claims should ideally be paid and resolved in less than 90 days. Finally there are many reasons why a claim might not be paid (client ineligible for service, didn't have insurance coverage on the date of service) but this should be a small and declining % of total claims.

Note: FY09 encounter number artificially low because of issues with State MMIS system.

**Legal/Contractual Obligation****Revenue/Expense Detail**

|                         | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|-------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses        | 2011                  | 2011                 | 2012                  | 2012                 |
| Personnel               | \$1,000,081           | \$0                  | \$1,087,176           | \$0                  |
| Contracts               | \$449,000             | \$0                  | \$359,000             | \$0                  |
| Materials & Supplies    | \$1,364,079           | \$0                  | \$1,482,942           | \$0                  |
| Internal Services       | \$225,490             | \$0                  | \$106,147             | \$0                  |
| Total GF/non-GF:        | <b>\$3,038,650</b>    | <b>\$0</b>           | <b>\$3,035,265</b>    | <b>\$0</b>           |
| Program Total:          | <b>\$3,038,650</b>    |                      | <b>\$3,035,265</b>    |                      |
| Program FTE             | 12.00                 | 0.00                 | 12.00                 | 0.00                 |
| <b>Program Revenues</b> |                       |                      |                       |                      |
| Total Revenue:          | <b>\$0</b>            | <b>\$0</b>           | <b>\$0</b>            | <b>\$0</b>           |

**Explanation of Revenues**

Business and Quality - Medical Billing is funded by \$498,383 county general fund and \$704,803 county general fund indirect revenue.

**Significant Program Changes**

Last year this program was: #40041, Business and Quality - Medical Billing