

AGENDA

Thursday, August 25, 2022 – 12:30 PM

CONSENT AGENDA: ALL ITEMS MARKED WITH A SINGLE ASTERICK (*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

PROCEED TO BOTTOM OF THIS DOCUMENT FOR APPEARANCE & EXECUTIVE SESSION GUIDELINES

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation in order to participate in this proceeding should, within two (2) days prior to the proceeding, request necessary accommodations by contacting CHW's Executive Assistants at 409-949-3406, or via email at trollins@gchd.org or ahernandez@gchd.org

ANY MEMBERS NEEDING TO BE REACHED DURING THE MEETING MAY BE CONTACTED AT 409-938-2288

REGULARLY SCHEDULED MEETING

Meeting Called to Order Pledge of Allegiance

Item #1 Comments from the Public

*Item #2**ACTION**..... Agenda

*Item #3**ACTION**..... Excused Absence(s)

*Item #4**ACTION**..... Consider for Approval Minutes from July 28, 2022 Governing Board Meeting

*Item #5**ACTION**..... Consider for Approval Quarterly Investment Report for the Period Ending June 30, 2022

Item #6 Coastal Health & Wellness Updates
a) Update on COVID-19 Submitted by Executive Director
b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
c) Dental Updates Submitted by Dental Director

Item #7**ACTION**..... Consider for Approval July 2022 Financial Report Submitted by Trish Bailey

Item #8**ACTION** Consider for Approval Quarterly Visit and Analysis Report Including Breakdown of New Patients by Payor Source for Recent New Patients Submitted by Jonathan Jordan

Item #9**ACTION**..... Consider for Approval Coastal Health & Wellness Dental Fee Schedule Effective September 1, 2022 Submitted by Jonathan Jordan

Item #10**ACTION**..... Consider for Approval Coastal Health & Wellness Dentures, Crowns, and Root Canal Fee Schedule Effective September 1, 2022 Submitted by Jonathan Jordan

Item #11..... RCM Quality Project Update Submitted by Ami Cotharn

Item #12..... Comments from Board Members

Adjournment

Next Regular Scheduled Meeting: September 29, 2022

Appearances before the Coastal Health & Wellness Governing Board

The Coastal Health & Wellness Governing Board meetings are conducted under the provisions of the Texas Open Meetings Act, and members of the public that wish to address the Board about an item presented on the agenda shall be offered three minutes to do so. The Board cordially requests that individuals desiring to make a such a statement notify the Board of their intention by writing their name on the sign-in sheet located at the Boardroom's main entrance.

A citizen desiring to make comment to the Board regarding an item not listed on the agenda shall submit a written request to the Executive Director by noon on the Thursday immediately preceding the Thursday of the Board meeting. A statement of the nature of the matter to be considered shall accompany the request. The Executive Director shall include the requested appearance on the agenda, and the person shall be heard if he or she appears.

Executive Sessions

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov't Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

August 2022

Item#3

Excused Absence(s)

Governing Board

August 2022

Item#4

Consider for Approval Minutes from July 28, 2022

Governing Board Meeting

**Coastal Health & Wellness
Governing Board
July 28, 2022**

Board Members:

Samantha Robinson
Dr. Southerland
Sergio Cruz
Flecia Charles
Kevin Avery
Victoria Dougharty
Rev. Walter Jones
Donnie VanAckeren
Ivelisse Caban
Cynthia Darby
Miroslava Bustamante
Elizabeth Williams (Zoom)
Clay Burton (Zoom)

Staff:

Dr. Keiser, Executive Director
Dr. Choi, Medical Director
Ami Cotharn, Chief Operations Officer
Hanna Lindskog, Dental Director
Jonathan Jordan (Zoom)
Tiffany Carlson
Wendy Jones
Jennifer Koch
Ashley Tompkins
Chris Davis
Lacey Venable
J.D. Taliaferro
Debra Howey

Pisa Ring
Tikeshia Thompson-Rollins
Anthony Hernandez

Excused Absence: Sharon Hall, & Dr. Thompson

Guest: Diana Huallpa

Items#1 Comments from the Public

There were no comments from the public.

Items#2-8 Consent Agenda

A motion was made by Kevin Avery to approve the consent agenda items two through eight. Victoria Dougharty seconded the motion, and the Board unanimously approved the consent agenda.

Item#9 Coastal Health & Wellness Updates

- a) Update on COVID-19 Submitted by Executive Director
- b) Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- c) Dental Updates Submitted by Dental Director

Dr. Keiser, Executive Director, updated the Board on COVID-19 & Monkeypox.

Ami Cotharn, Chief Operating Officer, presented the July 2022 Coastal Wave. Ami informed the Board of the Back-to-school block party Saturday, July 30th from 10a.m. to 12p.m.

Ami Cotharn, Chief Operating Officer, updated the Board on clinical operations.

- Coastal Health & Wellness has four new hires.
 - Medical Assistant, LVN, RN and Outreach Eligibility and Enrollment Manager.
- Two outreach events scheduled for the month of July.
 - Back-to-school block party event
 - Hitchcock resource round up

Coastal Health and Wellness has had an increase of about 200 new patients per month.

Hanna Lindskog, updated the Board on dental services in the Coastal Health & Wellness Clinic:

- The dental clinic continues to follow CDC's Interim Infection Prevention and Control Recommendations for Healthcare Personnel which has a section dedicated to Dental Facilities. We are wearing N95 respirators for all aerosol generating procedures.
- The College of the Mainland Dental Hygiene Program hired their new program director. We have our next Advisory Board meeting on August 30th, 2022. We look forward to continuing to build our relationship with their program.
- We have continued to use the modified scheduling template to allow for an additional treatment/procedure spot every day, as well as a designated comprehensive exam slot every day for each provider. The dental hygienists also have pediatric comprehensive exams on their schedule. The current wait list is at 608 people, which is 83 more than reported last month. We are working on a way to simplify the wait list with NextGen to remove the possibility of duplicate entries. Patient Services staff has been working hard to schedule the patients on the waiting list. In the month of June, we completed 62 comprehensive exams on new patients. As reported previously, we have "new" acute appointments available to address immediate needs so that no one in pain is waiting. We had a total of 212 Acute visits in the month of June. 74 of those patients were either new to our clinic or had not been here in over 3 years. In the month of June, 153 extractions and 245 restorative procedures were completed.
- We expect a drop in patient visits in July due to multiple dentists having unplanned absences due to COVID, but we are thankful to report that everyone is back and healthy.
- Our application was selected for the NNOHA Teledentistry Collaborative. This will be a virtual collaborative and will involve participation from several dental clinic staff members including one of our full-time staff dentists, Dental Director, and Dental Assistant Supervisor.
- At the last board meeting Dr. Southerland recommended speaking with the Diabetes course instructor to verify Oral Health was part of the curriculum. It was discovered that Oral Health is only briefly mentioned. Dr. Lindskog is working with Shannon Lindsey to enhance the curriculum as it relates to Oral Health.
- We have committed to attending several outreach events in the community.
 - July 30th – CHW Back to School Fair
 - October 21st – City of Texas City Senior Program at Nessler Park (dental presentation and handout for Seniors – Dr. Lindskog)

Item#10 Consider for Approval June 2022 Financial Report Submitted by Jonathan Jordan

Jonathan Jordan, Revenue Cycle Manager, presented June 2022 Financial Report. A motion to accept the financial report as presented was made by Victoria Dougharty. Sergio Cruz seconded the motion and the Board unanimously approved.

Item#11 Consider for Approval Quarterly Compliance Report for the Period Ending June 30, 2022 Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval quarterly compliance report ending June 30, 2022. Samantha Robinson recommended adding a summary of the complaint log in the quarterly report. A motion to accept the report as presented was made by Victoria Dougharty. Flecia Charles seconded the motion and the Board unanimously approved.

Item#12 Consider for Approval Coastal Health & Wellness Credentialing and Privileging Policy Submitted by Ami Cotharn

Ami Cotharn, Chief Operating Officer, asked the Board to consider for approval Coastal Health & Wellness credentialing and privileging policy. A motion to accept the credentialing and privileging policy as presented was made by Dr. Southerland. Victoria Dougharty seconded the motion and the Board unanimously approved.

Item#13 Consider for Review and Approval of Consulting Firm, Canton & Company's Proposed Statement of Work to Assist Coastal Health & Wellness to Immediately Identify and Remediate Challenges with the Revenue Cycle Process, to Discover Root Causes, Identify Impact, Prioritize, and Effect Remediation Submitted by Ami Cotharn.

Ami Cotharn, Chief Operating Officer, asked the Board to consider for review and approval of consulting firm, Canton & Company's. A motion to accept consulting firm Canton & Company as presented was made by Dr. Southerland. Sergio Cruz seconded the motion and the Board unanimously approved.

Item#14 Consider for Approval Consumer Board Member Kevin Avery to Serve on the Credentialing Committee Submitted by Samantha Robinson

Samantha Robinson, Board Chair, asked the Board to consider for approval consumer Board member Kevin Avery to serve on the credentialing committee. A motion to accept Kevin Avery to the committee was made by Victoria Dougharty. Miroslava Bustamante seconded the motion and the Board unanimously approved.

Item #15 Comments from Board Members

No comments

The meeting was adjourned at 1:37p.m.

Chair

Secretary/Treasurer

Date

Date

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Governing Board

August 2022

Item#5

**Consider for Approval Quarterly Investment Report
for the Period Ending June 30, 2022**

**Coastal Health & Wellness
Investment Report
For the period ending June 30, 2022**

Coastal Health & Wellness	Money Market Account		
	<u>Apr</u>	<u>May</u>	<u>Jun</u>
Beginning Balance	7,009,365	6,664,579	6,734,827
Deposits	163,000	168,000	-
Withdrawals	(510,000)	(100,000)	(575,000)
Interest Earned	2,214	2,248	2,166
Ending Balance	<u>\$6,664,579</u>	<u>\$6,734,827</u>	<u>\$6,161,994</u>
Current Annual Yield	0.40%	0.40%	0.41%
Previous Quarter Yield (01/2022 - 03/2022)	0.40%	0.40%	0.40%

Tex Pool Investments		
<u>Apr</u>	<u>May</u>	<u>Jun</u>
26,462.28	26,468.93	26,482.93
-	-	-
-	-	-
6.65	14.00	21.75
<u>\$26,468.93</u>	<u>\$26,482.93</u>	<u>\$26,504.68</u>
0.30%	0.62%	1.00%
0.04%	0.06%	0.15%

Summary	Interest Earned	Avg Balance	Yield
October 1, 2021 to December 31, 2021	6,714	6,683,321	0.06%
January 1, 2022 to March 31, 2022	6,635	6,746,910	0.06%
April 1, 2022 to June 30, 2022	6,671	6,639,153	0.13%
July 1, 2022 to September 30, 2022	-	-	
YTD Totals	<u>\$20,020</u>	<u>\$6,689,795</u>	<u>0.25%</u>

Coastal Health & Wellness	Q1	Q2	Q3	Q4	YTD Comparison
Interest Yield Year to Year Comparison	Oct 1-Dec 31	Jan 1-Mar 31	Apr 1-June 30	Jul 1-Sept 30	Total as of 6/30
FY2019	0.43%	0.47%	0.47%	0.46%	1.37%
FY2020	0.40%	0.36%	0.21%	0.20%	0.97%
FY2021	0.19%	0.14%	0.05%	0.05%	0.38%
FY2022 (Current year)	0.06%	0.06%	0.13%		0.25%

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**Governing Board
August 2022
Item#6
Coastal Health & Wellness Updates**

- a)** Update on COVID-19 Submitted by Executive Director
- b)** Operational Updates/Coastal Wave Submitted by Chief Operating Officer
- c)** Dental Updates Submitted by Dental Director



CHW is committed to providing safe dental visits

Coastal Health & Wellness is excited to celebrate Dental Infection Control Awareness Month in September and highlight our commitment to provide patients safe dental care.

This year's theme is "Staying in the Know Together".

While we perform many infection control procedures behind the scenes, we want you to see four important ways we keep you safe:

- **Clean hands:** We comply with the CDC's hand washing and glove handling guidelines. See how we wash (or use alcohol sanitizers on) our hands and don new gloves for each patient.
- **Sterile tools:** We carefully follow all the steps for instrument processing, so you get clean, sterile instruments every time.
- **Safe water:** We treat the dental unit waterlines to ensure the water going into your mouth meets federal guidelines and is safe for you.
- **Patient eye protection:** We comply with the CDC's recommendation for patient eye wear protection to protect your eyes.

One of the best things people can do to prevent the spread of infection is to wash their hands thoroughly and frequently. Germs can't resist sterilization - that's why we sterilize our instruments. The disinfectants we use to wipe down surfaces are effective against COVID-19 as well as other viruses.

CHW welcomes Dr. Chris Garcia as associate medical director



Coastal Health & Wellness is excited to welcome new associate medical director Chris Garcia, MD.

Dr. Garcia comes to Coastal Health & Wellness with 27 years' experience with a specialty in family medicine. He is board certified by the American Board of Family Medicine.

Borillo named director of innovation and clinical quality

Coastal Health & Wellness is happy to recognize newly named director of innovation and clinical quality, Jason Borillo, PA-C.

Jason is dedicated to CHW patients and has served our community for the past 16 years as a primary care physician assistant. Don't worry, he will continue to see patients in his new role.

Congratulations, Jason, and thank you for all you do!





CHW, GCHD serve about 1,000 students at Back to School Block Party, supply giveaway

Coastal Health & Wellness, Galveston County Health District and ARC Pet Allies recently served about 1,000 students and families at its two Back to School Block Party events.

Families joined us at CHW in Texas City on July 30 for free school supplies, student sports physicals, immunizations and had a chance to learn more about community resources like Women, Infants and Children (WIC), SNAP, Medicaid and more.

Staff also traveled to Galveston on Aug. 6 to host a drive-thru school supply giveaway.

Thank you to the following businesses that donated supplies, coupons, prizes and more: HCA Houston Healthcare Mainland, Texas Entertainment Xperience, Jumping World League City, Labcorp, Galveston Children's Museum, MOD Pizza Texas City, Jason's Deli League City, Cicis League City, Target League City, Target Galveston, Walmart La Marque, City of Texas City Senior Nessler Center program, Funcity Sk8, UTMB Health, Amoco Credit Union and Carnes Funeral Home.



September is Suicide Prevention Awareness Month

Suicidal thoughts, much like mental health conditions, can affect anyone regardless of age, gender or background. In fact, suicide is often the result of an untreated mental health condition. Suicidal thoughts, although common, should not be considered normal and often indicate more serious issues.

September is Suicide Prevention Awareness Month—a time to raise awareness of this stigmatized, and often taboo, topic. Throughout next month, Coastal Health & Wellness will highlight the "Together for Mental Health" campaign, which encourages people to bring their voices together to advocate for better mental health care, including an effective crisis response system.

If you or someone you know is in an emergency, call or text 988.

[Learn more](#) from the National Alliance on Mental Illness.

Healthy lifestyle helps seniors as they age

Americans are living longer and enjoying more active lives. Eating healthy, staying active and keeping up regular doctor checkups are just a few ways seniors can maintain their health as they age. Check out these six tips for healthy aging.

1. Eat and drink healthy - Make healthy choices like fruits, vegetables, whole grains, lean meats, low-fat dairy products and drink water.
2. Move more and sit less - Being active can help you prevent chronic diseases, improve balance and stamina, reduce risk of falls and improve brain health. Aim for moderate activity, like walking, at least 150 minutes a week and muscle strengthening at least two days a week.
3. Don't use tobacco - If you use tobacco, take the first step towards quitting by calling 1-800-QUITNOW for free help.
4. Get regular checkups - Visit your doctor for preventive care, not just when you're sick. This can prevent disease or find it early, when treatment is most effective.
5. Know your family history - Share your family health history with your doctor, who can help you take steps to prevent chronic diseases or catch them early.
6. Be aware of changes in brain health - Everyone's brain changes as they age, but dementia is not a normal part of aging. See your doctor if you have questions about memory or brain health.

September spotlights National Prostate Cancer Awareness Month

Prostate cancer is the most common cancer among men, after skin cancer, but it can often be treated successfully.

This year alone, about 268,490 new cases of prostate cancer will be found and there will be roughly 34,500 deaths from prostate cancer.

Risk factors include age - about six in 10 cases of prostate cancer are found in men older than 65 - race/ ethnicity, family history, gene changes and geography.

Learn more about risk factors, causes, early detection, treatment and prevention.

We want to hear from you, CHW patients!

Coastal Health & Wellness launched a new patient satisfaction survey, and we want to hear from you!

The survey takes about 5-7 minutes to complete and all participation is voluntary and anonymous.

When you take a few minutes to tell us more about your experience, it helps us continue to improve our patient care, and your experience, at our CHW Texas City and Galveston clinics.

You can complete the survey onsite or following your visit. You'll also notice patient satisfaction survey posters throughout the clinic with a QR code you can scan with your smartphone.

Stay in touch with Patient Portal

Have you heard about our new patient portal? It's an easy way to get in touch with your Coastal Health & Wellness team.

- Request and view appointments
- Send a message to your medical provider and CHW team
- View a summary of your health record and lab results
- Request prescription refills
- Pay statements

Call us at 409.938.2234 to learn more!

[Click here to learn more about CHW services.](#)

[Click here to learn more about becoming a patient.](#)

[Click here to meet our CHW providers.](#)

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Governing Board

August 2022

Item#7

Consider for Approval July 2022 Financial Report

Submitted by Jonathan Jordan

COASTAL HEALTH & WELLNESS

Governing Board



FINANCIAL SUMMARY

For the Period Ending

July 31, 2022

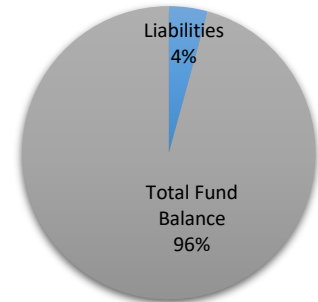
July 31, 2022

GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

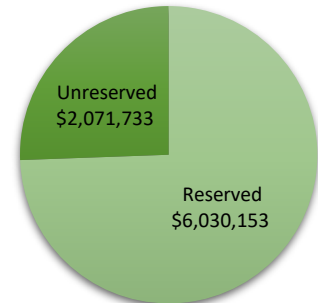
CHW - BALANCE SHEET as of July 31, 2022

	Current Month Jul-22	Prior Month Jun-22	Increase (Decrease)
ASSETS			
Cash & Cash Equivalents	\$6,236,094	\$6,922,739	(\$686,645)
Accounts Receivable	2,957,072	2,547,999	409,073
Allowance For Bad Debt	(1,334,461)	(1,295,755)	(38,706)
Pre-Paid Expenses	246,081	217,644	28,437
Due To / From	377,175	167,859	209,315
Total Assets	\$8,481,961	\$8,560,486	(\$78,525)
LIABILITIES			
Accounts Payable	\$71,420	\$190,842	(\$119,422)
Accrued Salaries	265,104	243,116	21,987
Deferred Revenues	24,642	24,642	0
Total Liabilities	\$361,166	\$458,600	(\$97,434)
FUND BALANCE			
Fund Balance	\$8,108,974	\$8,108,974	
Current Change	11,822	(7,088)	18,910
Total Fund Balance	\$8,120,796	\$8,101,886	\$18,910
TOTAL LIABILITIES & FUND BALANCE	\$8,481,961	\$8,560,486	(\$78,525)

Current Period Assets



Total Fund Balance

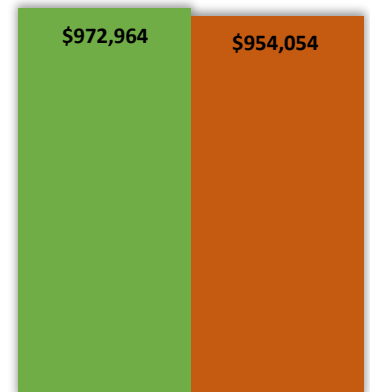


CHW - REVENUE & EXPENSES as of July 31, 2022

	Actual Jul-22	Budgeted Jul-22	MTD Budget Variance	YTD Budget Variance
REVENUE				
County Revenue	\$311,222	\$311,222	\$0	\$0
DSRIP Revenue	0	62,500	(62,500)	(250,000)
HHS Grant Revenue	392,217	269,783	122,434	412,582
Patient Revenue	233,266	290,952	(57,686)	(152,739)
Other Revenue	36,259	4,976	31,283	30,575
Total Revenue	\$972,964	\$939,433	\$33,531	\$40,419
EXPENSES				
Personnel	\$641,931	\$618,574	(\$23,357)	\$6,619
Contractual	83,175	77,767	(5,408)	(16,336)
IGT Reimbursement	0	20,569	20,569	82,275
Supplies	72,210	84,323	12,114	(13)
Travel	1,126	3,278	2,152	6,539
Bad Debt Expense	38,706	33,454	(5,252)	(29,463)
Other	110,482	101,469	(9,013)	(86,795)
Total Expenses	\$954,054	\$939,433	(\$14,621)	(\$28,598)
CHANGE IN NET ASSETS	\$18,910	\$0	\$18,910	\$11,822

Current Month
Actuals

■ Revenue ■ Expenses



HIGHLIGHTS

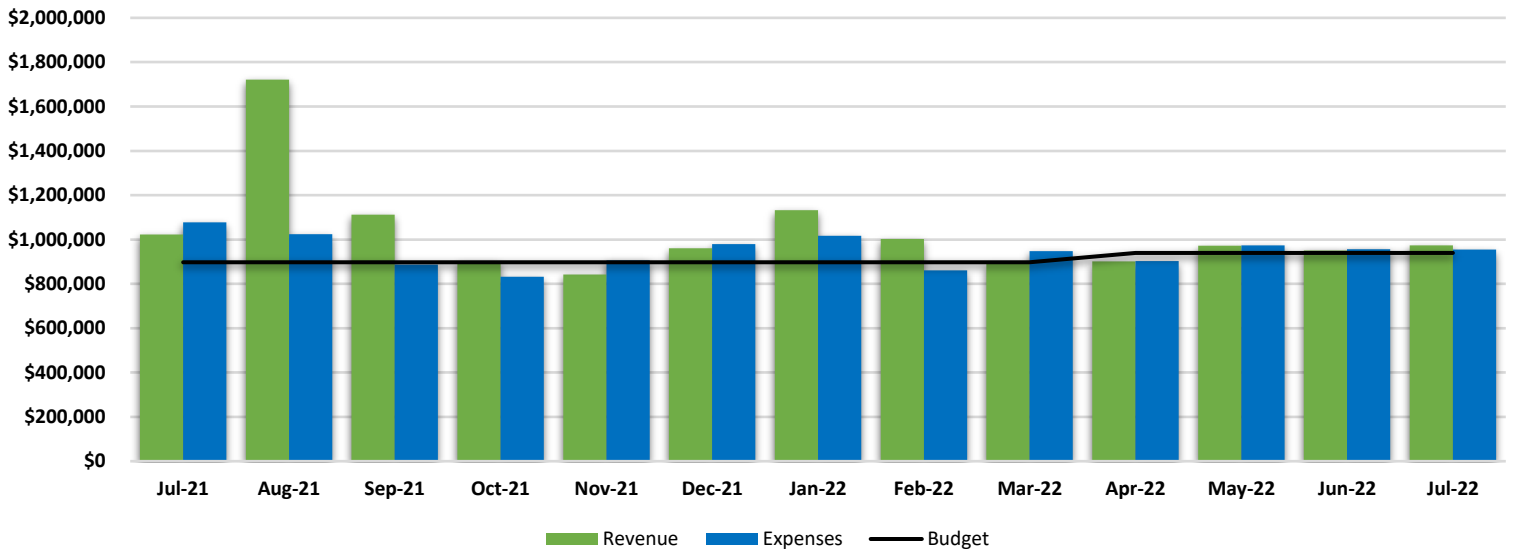
Revenue: MTD revenue higher than budget due to higher HHS grant revenue, which offsets DSRIP revenue and losses in Patient Revenues. YTD revenue is slightly higher due to increased HHS Grant Revenue, which offsets DSRIP Revenue and below budget Patient Revenue.

- Pharmacy revenue is down due to payback for overpayments made earlier in the year for Prep Rx's. HRSA Base Grant and ARP grant currently do not have enough expenses being applied, and a true-up for these grants needs to be done.

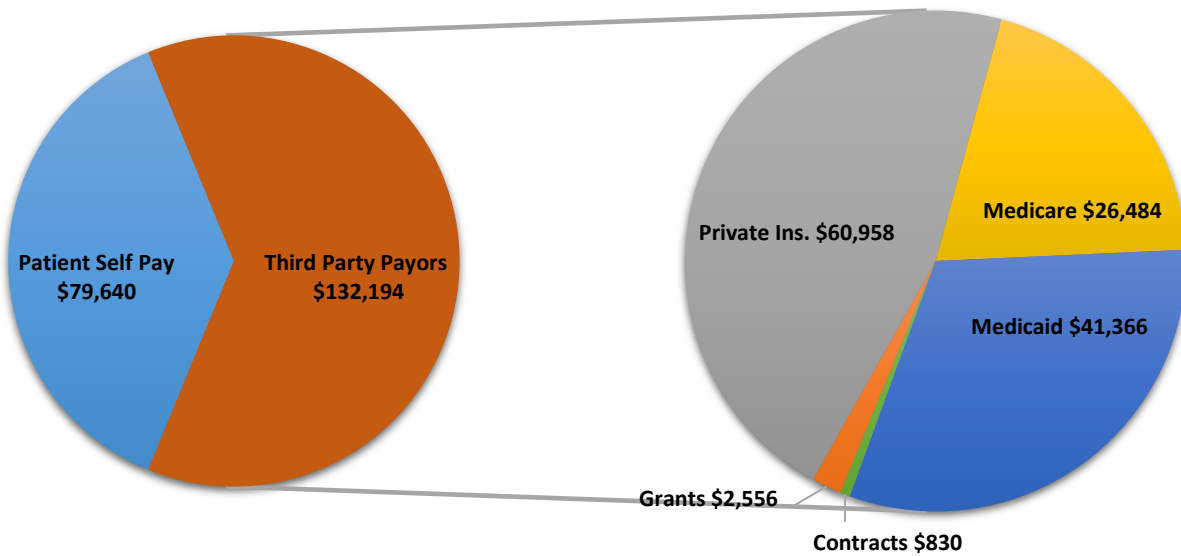
Expenses: MTD expenses overbudget due to increase in Personnel expenses, Contractual expenses, Bad Debt and Other (Professional and IT expenses). These are offset by IGT Reimbursement, Supplies and Travel. YTD expenses are over budget for Contractual, Bad Debt and Other (IT and Professional Services).

- Total Fund Balance is \$8,120,796 as of 07/31/2022.

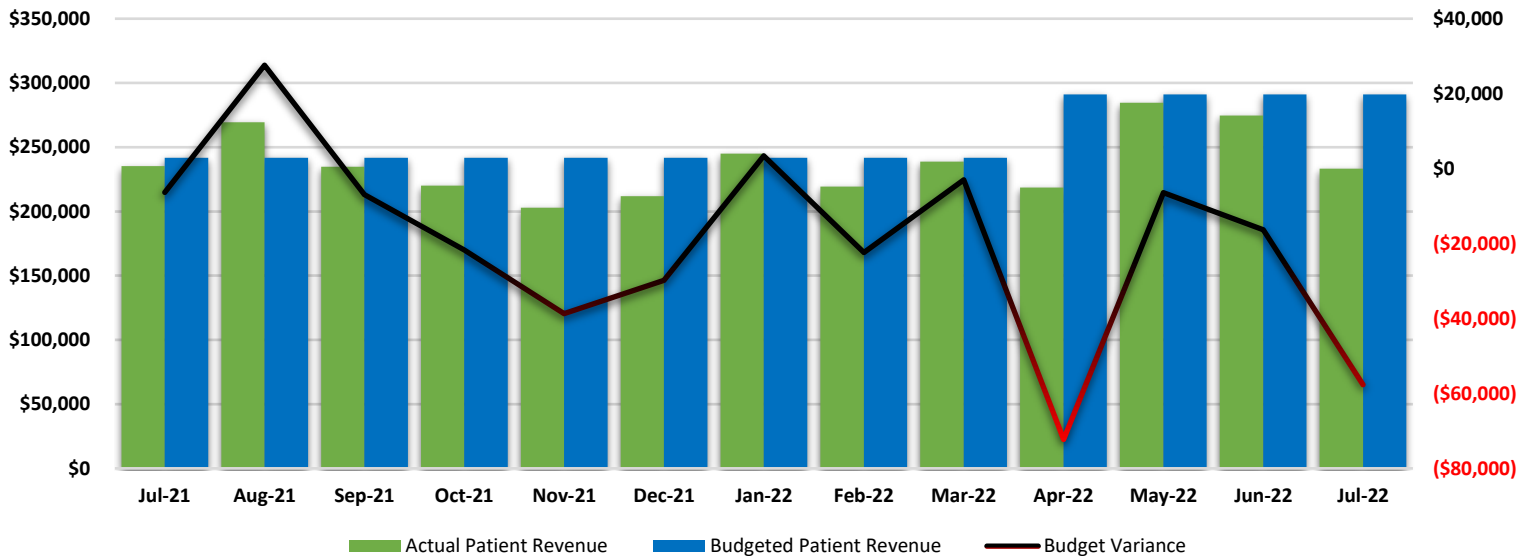
Actual Revenue & Expenses in Comparison to Budget

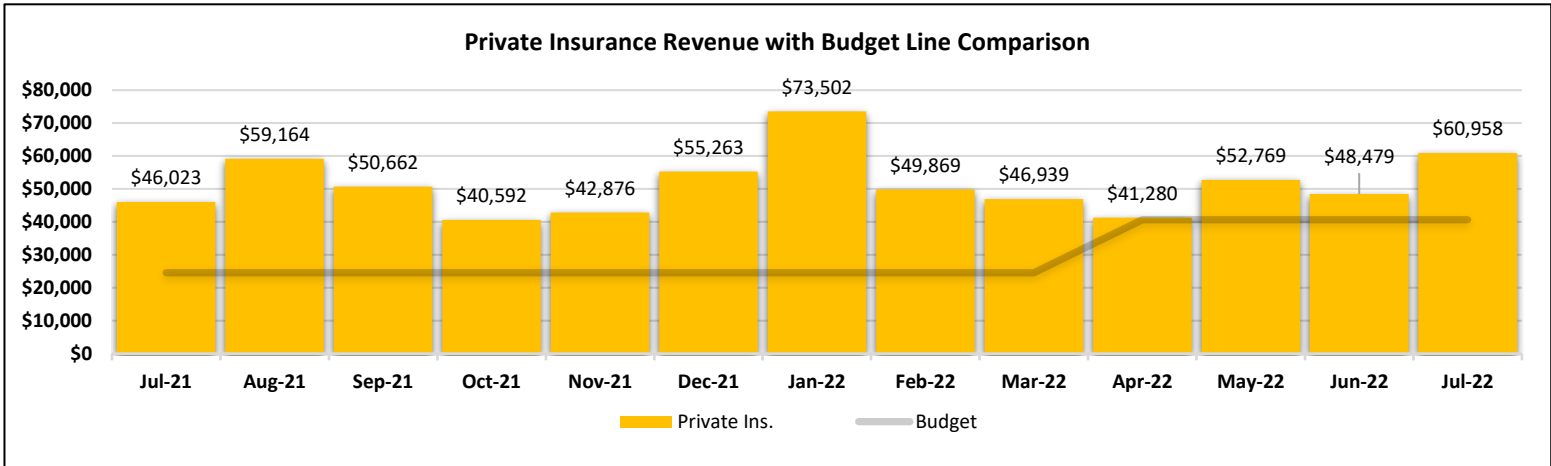
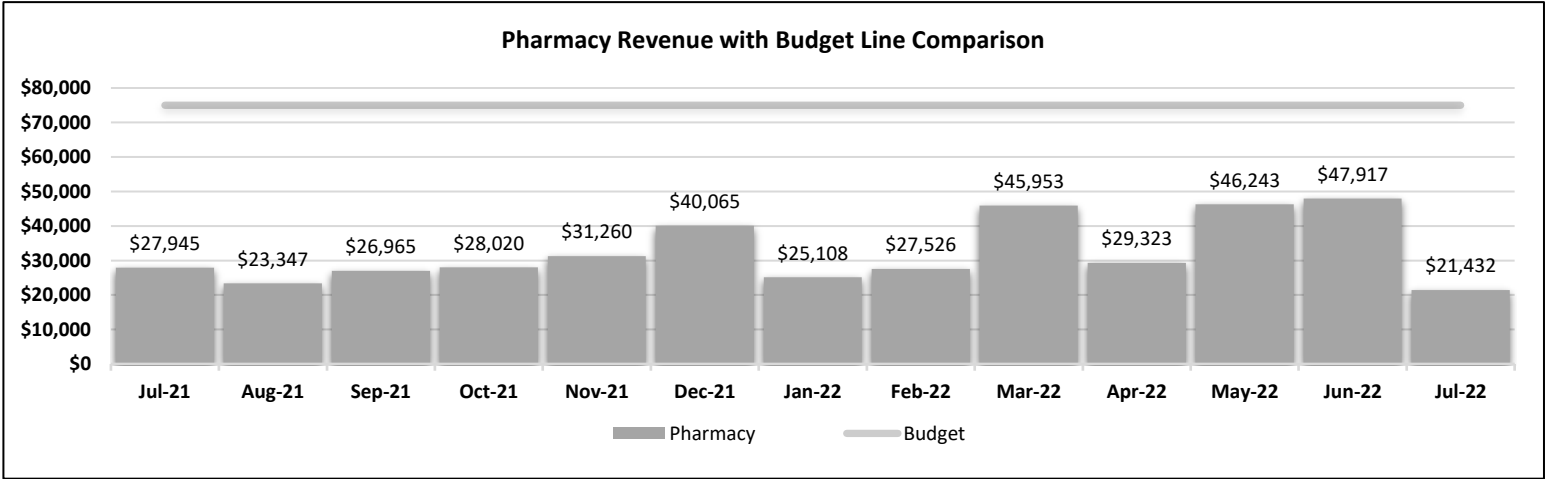
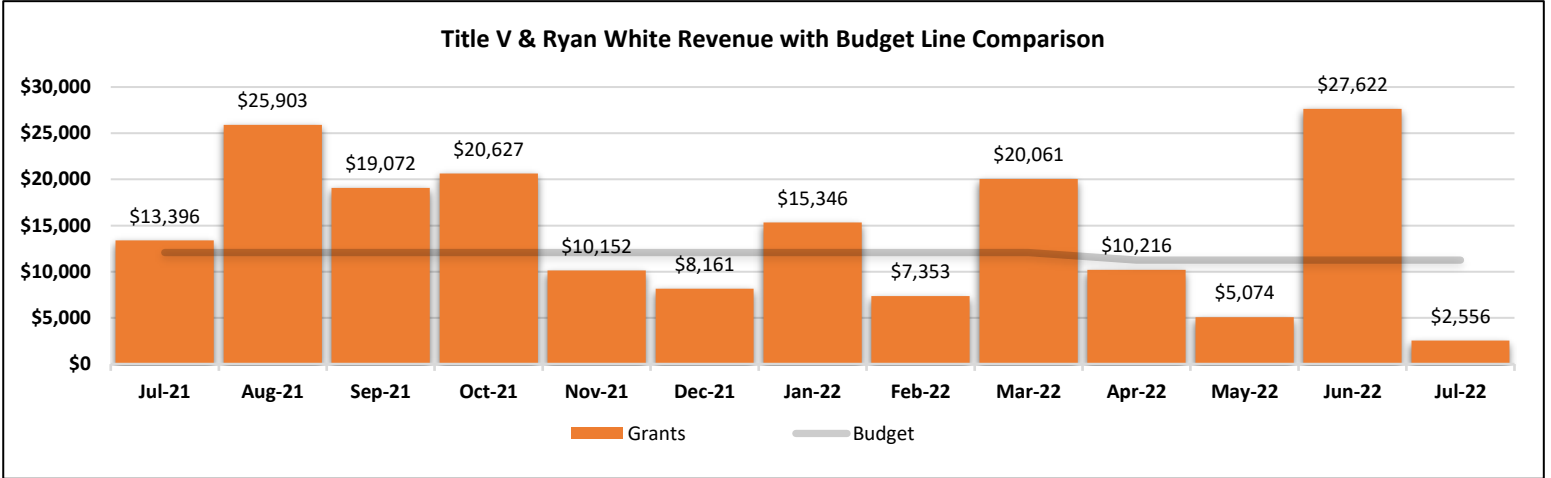
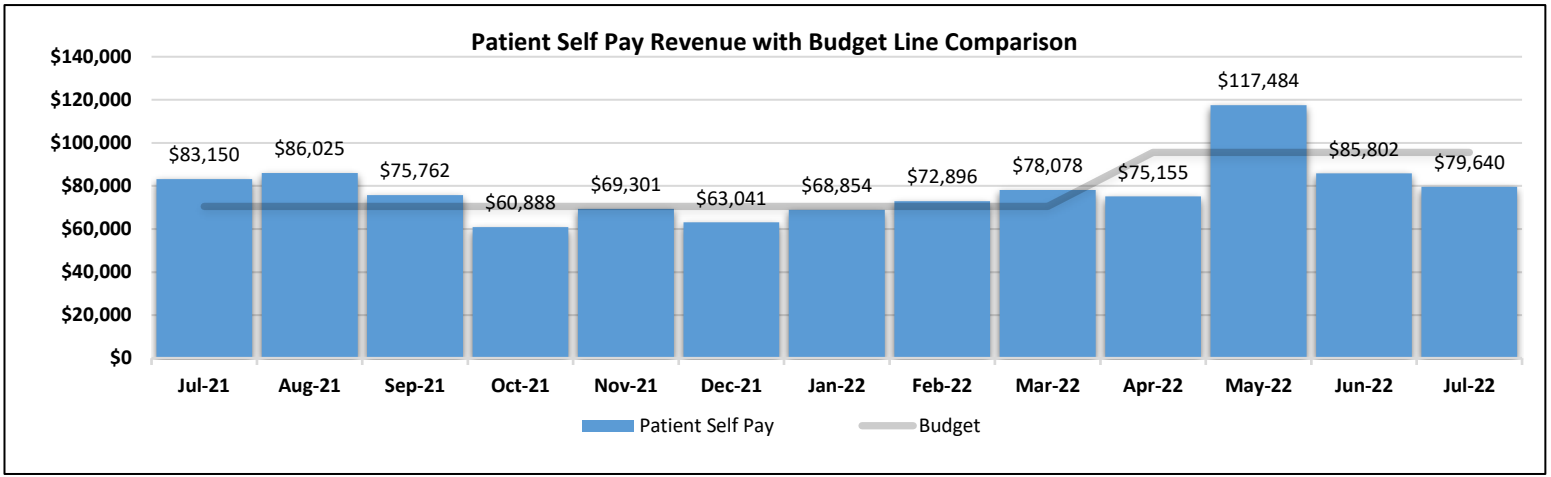


Current Period Patient Revenue with Third Party Payor Contributions Identified

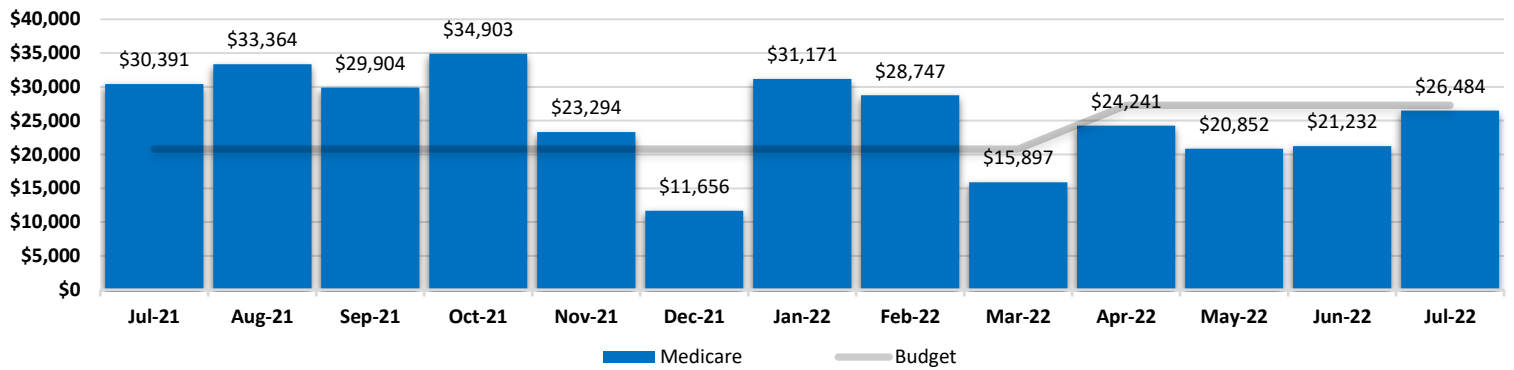


Actual Patient Revenue Rec'd vs Budget with Variance

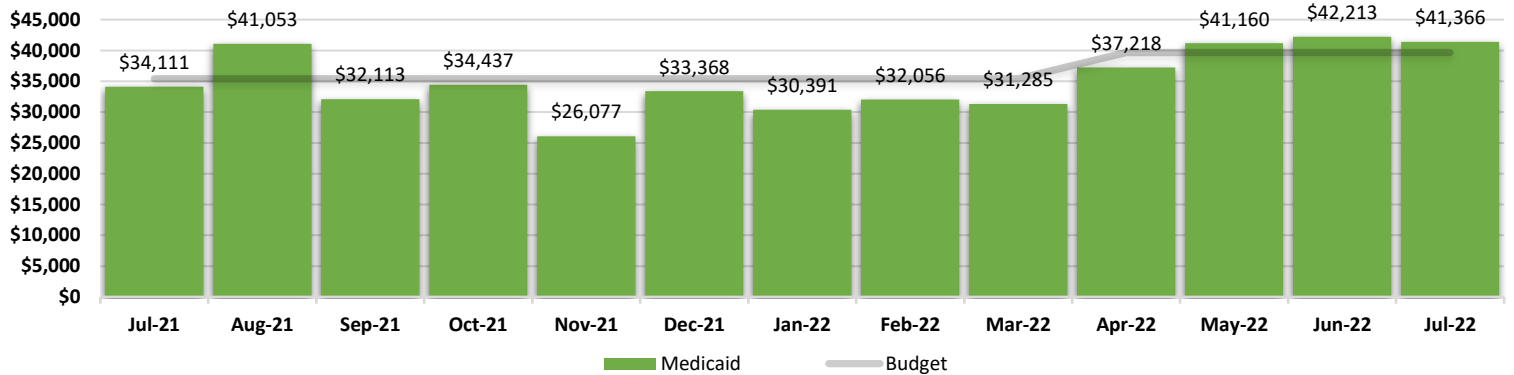




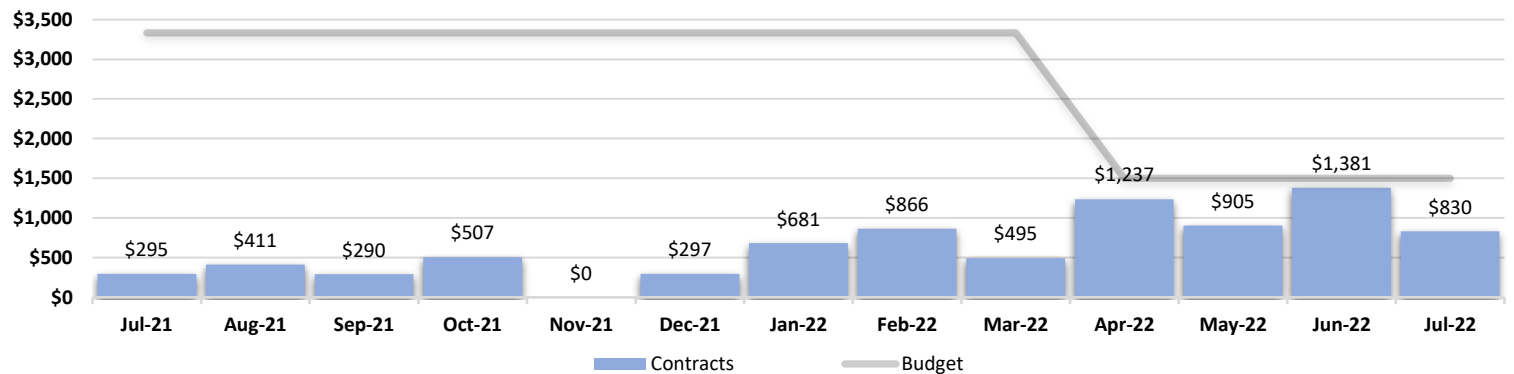
Medicare Revenue with Budget Line Comparison



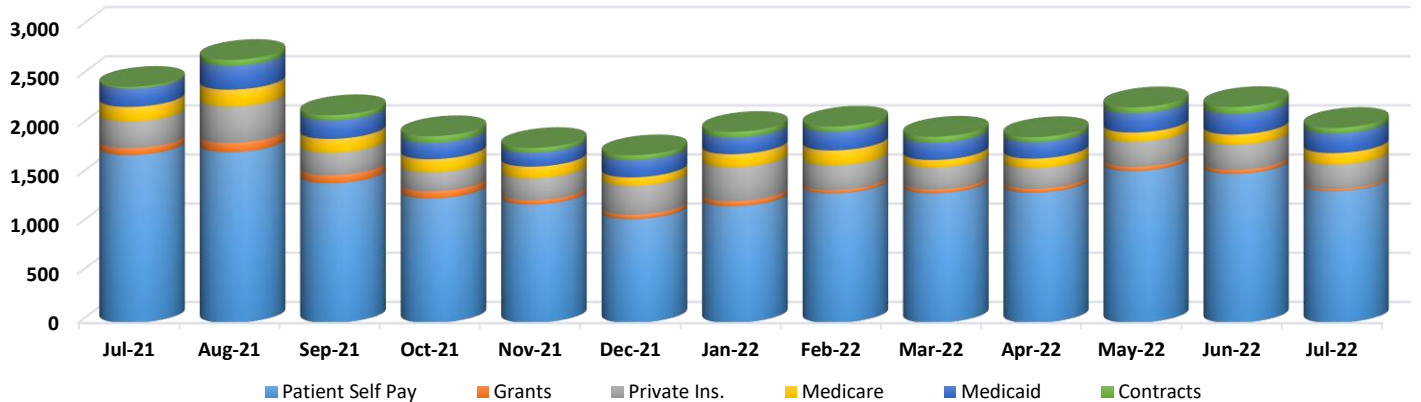
Medicaid Revenue with Budget Line Comparison



Contract Revenue with Budget Line Comparison



Total Number of Patient Visits



Coastal Health & Wellness
Statement of Revenue and Expenses for the Period ending July 31, 2022

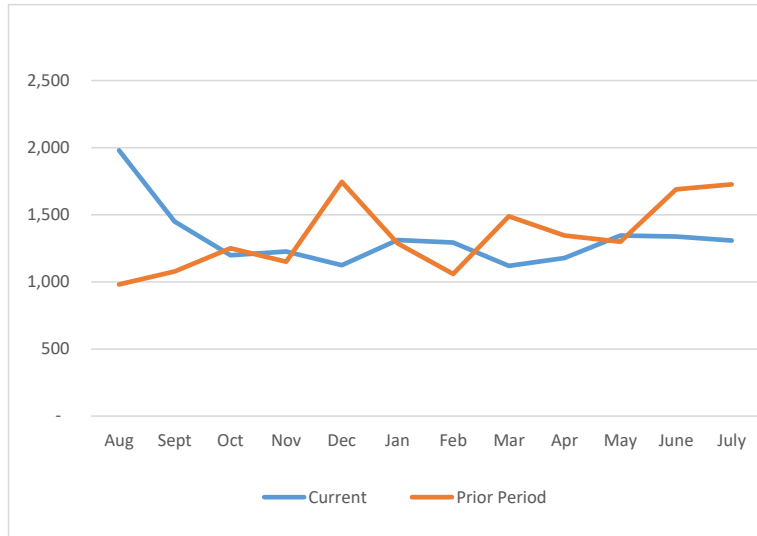
Cost Category	Account Description	Annual Budget	Period Ending 7/31/2022	MTD Budget	MTD Budget Variance	YTD Actual	YTD Budget	YTD Budget Variance
<u>Grouping</u>	<u>Revenue</u>							
HHS	HHS Grant Revenue - HRSA	3,237,400	392,217	269,783	122,433.51	1,491,716	1,079,133	412,582
	Base Funding	3,237,400	243,768	269,783	-26,015.35	1,000,273	1,079,133	(78,860)
	COVID CARES	-	-	-	0.00	-	-	-
	COVID ECT	-	912	-	912.30	4,015	-	4,015
	HHS QI 20	-	-	-	0.00	-	-	-
	Hypertension (HTN)	-	-	-	0.00	2,939	-	2,939
	COVID ARP	-	147,537	-	147,536.56	484,488	-	484,488
HHS	HHS Grant Revenue - Other	-	-	-	0.00	10,216	-	10,216
Patient	Grant Revenue (Title V, Ryan White)	135,140	2,556	11,262	-8,705.65	35,252	45,047	(9,795)
Patient	Patient Fees	1,146,988	79,640	95,582	-15,942.51	358,081	382,329	(24,248)
Patient	Private Insurance	487,920	60,958	40,660	20,297.71	203,486	162,640	40,846
Patient	Pharmacy Revenue - 340b	900,000	21,432	75,000	-53,568.00	144,915	300,000	(155,085)
Patient	Medicare	327,375	26,484	27,281	-796.76	92,809	109,125	(16,316)
Patient	Medicaid	476,000	41,366	39,667	1,698.83	161,956	158,667	3,290
Other	Local Grants & Foundations	16,208	-	1,351	-1,350.67	(0)	5,403	(5,403)
Other	Medical Record Revenue	14,000	706	1,167	-460.67	3,225	4,667	(1,442)
Other	Medicaid Incentive Payments	-	32,450	-	32,449.80	36,600	-	36,600
County	County Revenue	3,734,667	311,222	311,222	0.00	1,244,889	1,244,889	-
DSRIP	DSRIP Revenue	750,000	-	62,500	-62,500.00	-	250,000	(250,000)
Other	Miscellaneous Revenue	-	30	-	30.00	30	-	30
Other	Gain on Fixed Asset Disposals	-	-	-	0.00	-	-	-
Other	Interest Income	24,500	2,824	2,042	782.74	9,862	8,167	1,696
Patient	CHW Contract Revenue	18,000	830	1,500	-669.68	4,353	6,000	(1,647)
Other	Local Funds / Other Revenue	5,000	249	417	-167.90	762	1,667	(905)
	Total Revenue	\$ 11,273,198	\$ 972,964	\$ 939,433	33,530.76	\$ 3,798,152	\$ 3,757,733	\$ 40,419
	<u>Expenses</u>							
Personnel	Hourly Pay	5,919,231	519,447	493,269	-26,177.66	1,974,461	1,973,077	(1,384)
Personnel	Supplemental/Merit Compensation	-	-	-	0.00	-	-	-
Personnel	Provider Incentives	5,000	500	417	-83.33	4,000	1,667	(2,333)
Personnel	Overtime	24,000	2,645	2,000	-645.48	11,234	8,000	(3,234)
Personnel	Part-Time Hourly Pay	217,127	23,584	18,094	-5,490.55	103,236	72,376	(30,860)
Personnel	Comp Pay Premium	-	-	-	0.00	0	-	(0)
Personnel	FICA Expense	471,649	40,026	39,304	-721.83	154,008	157,216	3,208
Personnel	Texas Unemployment Tax (SUTA)	11,808	42	984	942.50	(1,412)	3,936	5,348
Personnel	Life Insurance Expense	16,166	1,386	1,347	-38.40	5,404	5,389	(15)
Personnel	Long Term Disability Coverage	15,038	1,095	1,253	158.64	4,263	5,013	749
Personnel	Employer Paid Health Insurance	418,938	29,274	34,912	5,637.50	111,280	139,646	28,366
Personnel	Worker's Comp Insurance	18,501	1,419	1,542	123.01	5,481	6,167	686
Personnel	Cobra Expense	-	179	-	-178.76	133	-	(133)
Personnel	Employer Sponsored Healthcare	72,991	1,725	6,083	4,357.45	16,870	24,330	7,460
Personnel	Pension/Retirement	232,434	20,610	19,370	-1,240.18	78,717	77,478	(1,239)
Contractual	Outside Lab Contract	205,632	18,242	17,136	-1,105.95	70,591	68,544	(2,047)
Contractual	Outside X-Ray Contract	18,720	1,440	1,560	120.00	6,360	6,240	(120)
Contractual	Misc Contract Services	390,792	37,437	32,566	-4,871.33	149,948	130,264	(19,684)
Personnel	Temporary Staffing	-	-	-	-	-	-	-
Contractual	CHW Billing Contract Services	90,000	7,032	7,500	467.99	24,646	30,000	5,354
IGT	IGT Reimbursement	246,825	-	20,569	20,568.75	-	82,275	82,275
Contractual	Janitorial Contract	196,438	16,395	16,370	-25.46	65,581	65,479	(102)
Contractual	Pest Control	960	80	80	-0.10	320	320	(0)
Contractual	Security	30,660	2,548	2,555	7.13	9,957	10,220	263
Supplies	Office Supplies	90,600	3,330	7,550	4,219.63	34,993	30,200	(4,793)
Supplies	Operating Supplies	258,000	27,342	21,500	-5,841.60	133,944	86,000	(47,944)
Supplies	Outside Dental Supplies	52,000	6,808	4,333	-2,474.88	22,678	17,333	(5,344)
Supplies	Pharmaceutical Supplies	600,000	18,558	50,000	31,441.81	124,275	200,000	75,725
Supplies	Janitorial Supplies	1,200	-	100	100.00	-	400	400

Coastal Health & Wellness
Statement of Revenue and Expenses for the Period ending July 31, 2022

Cost Category	Account Description	Annual Budget	Period Ending 7/31/2022	MTD Budget	MTD Budget Variance	YTD Actual	YTD Budget	YTD Budget Variance
Supplies	Printing Supplies	5,280	355	440	84.95	561	1,760	1,199
Supplies	Uniform Supplies	-	-	-	0.00	-	-	-
Supplies	Controlled Assets (i.e. computers)	4,800	15,816	400	-15,416.32	20,855	1,600	(19,255)
Other	Postage	9,000	508	750	241.57	1,700	3,000	1,300
Other	Telecommunications	67,812	6,136	5,651	-485.20	23,147	22,604	(543)
Other	Water	372	31	31	0.50	122	124	2
Other	Electricity	18,000	1,402	1,500	97.92	4,719	6,000	1,281
Travel	Travel, Local	3,200	12	267	254.97	101	1,067	965
Travel	Travel, Out Of Town	-	844	-	-844.38	5,351	-	(5,351)
Travel	Training, Local	30,135	270	2,511	2,241.25	1,120	10,045	8,925
Travel	Training, Out Of Town	6,000	-	500	500.00	-	2,000	2,000
Other	Rentals	58,440	5,146	4,870	-275.64	21,858	19,480	(2,378)
Other	Leases	519,924	43,327	43,327	0.16	173,307	173,308	1
Other	Maint/Repair, Equip.	90,799	6,122	7,567	1,444.37	30,884	30,266	(618)
Other	Maint/Repair, Bldg.	3,017	-	251	251.42	-	1,006	1,006
Other	Maint/Repair, IT Equipment	-	-	-	0.00	518	-	(518)
Other	Insurance, Auto/Truck	108	8	9	1.32	31	36	5
Other	Insurance, General Liability	10,908	865	909	43.55	3,462	3,636	174
Other	Insurance, Bldg. Contents	14,736	1,217	1,228	11.01	4,868	4,912	44
Other	Settlements	-	-	-	0.00	-	-	-
Other	IT Equipment	-	-	-	0.00	-	-	-
Other	Operating Equipment	-	6,425	-	-6,425.00	(8,575)	-	8,575
Other	Building Improvements	-	-	-	0.00	-	-	-
Other	Newspaper Ads/Advertising	23,900	-	1,992	1,991.67	3,183	7,967	4,784
Other	Subscriptions, Books, Etc.	18,000	1,575	1,500	-74.95	5,460	6,000	540
Other	Association Dues	34,975	1,000	2,915	1,914.58	34,150	11,658	(22,492)
Other	IT Software / Licenses	299,566	40,815	24,964	-15,851.53	155,883	99,855	(56,027)
Other	Prof Fees/Licenses/Inspections	4,670	-	389	389.17	240	1,557	1,317
Other	Professional Services	22,800	302	1,900	1,597.94	20,169	7,600	(12,569)
Other	Med/Hazard Waste Disposal	5,400	637	450	-186.78	2,766	1,800	(966)
Other	Transportation	6,000	142	500	358.32	994	2,000	1,006
Other	Board Meeting Operations	600	400	50	-350.00	1,753	200	(1,553)
Other	Service Charge - Credit Cards	8,600	849	717	-132.59	3,372	2,867	(505)
Other	Cashier Over/Short	-	-	-	0.00	85	-	(85)
Bad Debt	Bad Debt Expense	401,446	38,706	33,454	-5,252.32	163,278	133,815	(29,463)
Other	Miscellaneous Expense	-	-	-	0.00	-	-	-
	Total Expenses	\$ 11,273,198	\$ 954,054	\$ 939,433	-14,621.14	\$ 3,786,331	\$ 3,757,733	\$ (28,598)
	Net Change in Fund Balance	\$ -	\$ 18,910	\$ -	\$ 18,910	\$ 11,821	\$ -	\$ 11,821

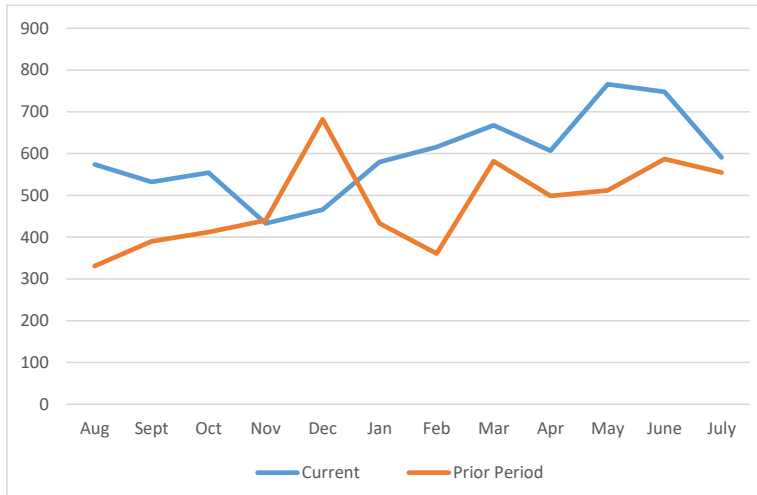
Medical Visits

	<u>Current</u>	<u>Prior Period</u>
Aug	1,980	981
Sept	1,450	1,077
Oct	1,198	1,251
Nov	1,227	1,150
Dec	1,124	1,745
Jan	1,311	1,288
Feb	1,294	1,058
Mar	1,119	1,488
Apr	1,178	1,345
May	1,345	1,299
June	1,337	1,689
July	1,309	1,727
	<u>15,872</u>	<u>16,098</u>



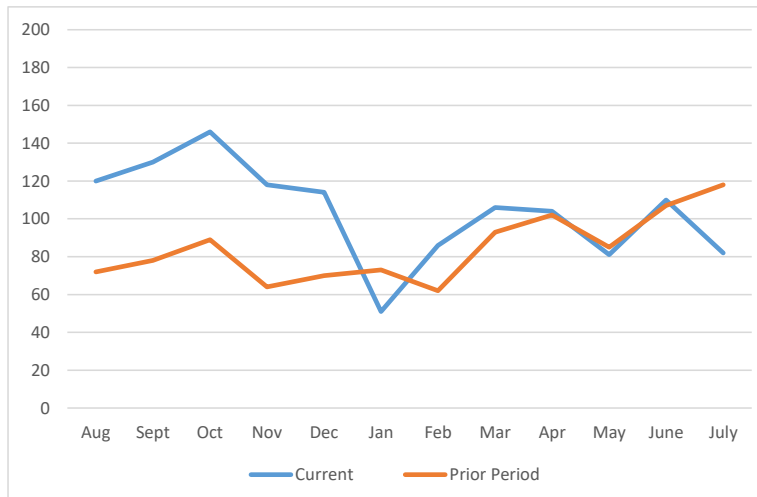
Dental Visits

	<u>Current</u>	<u>Prior Period</u>
Aug	574	331
Sept	532	390
Oct	554	412
Nov	433	440
Dec	466	682
Jan	580	433
Feb	616	361
Mar	668	582
Apr	607	499
May	766	512
June	748	587
July	591	555
	<u>7,135</u>	<u>5,784</u>



Counseling Visits

	<u>Current</u>	<u>Prior Period</u>
Aug	120	72
Sept	130	78
Oct	146	89
Nov	118	64
Dec	114	70
Jan	51	73
Feb	86	62
Mar	106	93
Apr	104	102
May	81	85
June	110	107
July	82	118
	<u>1248</u>	<u>1013</u>



Vists by Financial Class - Actual vs. Budget
As of July 31, 2022 (Grant Year 4/1/2022 - 07/31/2022)

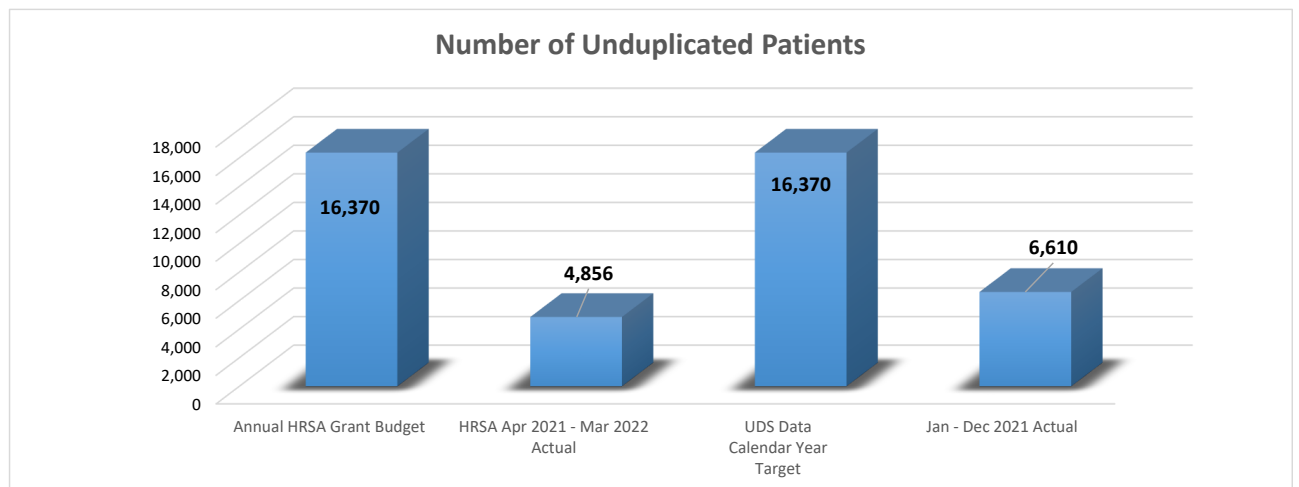
	Annual HRSA Grant Budget	MTD Actual	MTD Budget	Over/(Under) MTD Budget	YTD Actual	YTD Budget	Over/(Under) YTD Budget	% Over/ (Under) YTD Budget
Medicaid	3,147	198	262	(64)	892	1,049	(157)	-15%
Medicare	2,713	120	226	(106)	430	904	(474)	-52%
Other Public <i>(Title V, Contract, Ryan White)</i>	1,273	77	106	(29)	381	424	(43)	-10%
Private Insurance	2,941	248	245	3	979	980	(1)	0%
Self Pay	24,170	1,339	2,014	(675)	5,604	8,057	(2,453)	-30%
	34,244	1,982	2,854	(872)	8,286	11,415	(3,129)	-27%

Unduplicated Patients - Current vs. Prior Year
UDS Data Calendar Year
January through December

	Current Year Annual Target	Jan-July 2021 Actual	Jan-July 2022 Actual	Increase/ (Decrease) Prior Year	% of Annual Target
Unduplicated Patients	16,370	5,999	6,610	611	40%

Unduplicated Patients - Current vs. Prior Year
HRSA Grant Year
April through May

	Annual HRSA Grant Budget	Apr 21-July 22 Actual	Apr 22-July 23 Actual	Increase/ (Decrease) Prior Year	% of Annual Target
Unduplicated Patients	16,370	4,674	4,856	182	30%



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Governing Board

August 2022

Item#8

**Consider for Approval Quarterly Visit and Analysis Report Including
Breakdown of New Patients by Payor Source for Recent New Patients Ami Cotharn**

**Coastal Health & Wellness - Quarterly Visit & Analysis Report
for the period ending June 30, 2022**

**based on UDS Reporting period (January 1 to December 31) Qualified Encounters*

Total Visits by Financial Class	June 2022	June 2021	% Change	* YTD Average		% Change		* YTD Payor Mix		% Change
				2022	2021			2022	2021	
Self Pay	1,509	1,734	-13%	1,360	1,364	0%		66.3%	70.1%	-3.8%
Medicare	108	155	-30%	111	141	-21%		5.4%	7.2%	-1.8%
Medicaid	223	185	21%	215	191	12%		10.5%	9.8%	0.7%
Contract	67	19	253%	60	14	341%		2.9%	0.7%	2.2%
Private Insurance	259	228	14%	264	193	37%		12.9%	9.9%	2.9%
Title V	39	62	-37%	40	44	-8%		2.0%	2.2%	-0.3%
Total	2,205	2,383	-7%	2,050	1,947	5%		100%	100%	

Department	* YTD Total Visits		% Change
	2022	2021	
Medical	7,731	12,710	-39%
Dental	4,024	3,433	17%
Counseling	545	635	-14%
Total	12,300	16,778	-27%

Unduplicated Visits	* YTD Total Users		% Change
	2022	2021	
Medical	4,400	4,102	7%
Dental	1,523	1,054	44%
Counseling	153	112	37%
Total	6,076	5,268	15%

NextGen / Crystal Reports - Summary Aging by Financial Class for the period ending June 30, 2022 (based on encounter date)											Days in A/R	
	0-30	31-60	61-90	91-120	121-150	151-180	181-up	Total	%		Current	
											Period	Last Qtr
Self Pay	-	19,470	62,698	62,570	58,101	44,358	711,323	\$958,521	69%		364	819
Medicare	-	2,037	4,136	3,821	3,890	3,115	13,385	\$30,385	2%		56	161
Medicaid	-	3,609	14,000	13,213	8,795	7,649	35,246	\$82,513	6%		64	151
Contract	-	3,827	7,099	5,529	11,478	14,346	17,188	\$59,468	4%		86	289
Private Insurance	-	3,360	6,071	16,029	11,616	6,579	126,559	\$170,214	12%		148	377
Title V	-	1,489	5,737	4,859	6,213	4,814	70,561	\$93,674	7%		517	954
Unapplied	-	-	-	-	-	-	-	-	0%		-----	-----
Totals	\$0	\$33,792	\$99,742	\$106,022	\$100,095	\$80,861	\$974,263	\$1,394,774	100%		206	459

Previous Quarter Balances	\$16,165	\$123,827	\$104,707	\$88,402	\$71,875	\$40,140	\$771,383	\$1,216,500
% Change	-100%	-73%	-5%	20%	39%	101%	26%	15%

Charges & Collections	June 2022	June 2021	% Change	* YTD 2022	YTD 2021	% Change
Billed	\$737,133	\$693,359	6%	\$4,131,621	\$3,414,828	21%
Adjusted	(535,340)	(470,737)	14%	(2,963,513)	(2,444,804)	21%
Net Billed	\$201,793	\$222,622	-9%	\$1,168,107	\$970,024	20%
Collected	192,755	\$144,031	34%	1,236,363	\$740,290	67%
% Net Charges collected	96%	65%	48%	106%	76%	39%

Payor	YTD Current Period				YTD Prior Year			
	Visits	Payor Mix	Net Revenue (Net Billed) per Visit	Net Revenue	Visits	Payor Mix	Net Revenue (Net Billed) per Visit	Net Revenue
Self Pay	8,159	66.3%	\$58.07	\$473,792	11,129	66.1%	\$33.57	\$373,599
Medicare	668	5.4%	\$146.08	97,582	1,557	9.2%	\$90.66	141,165
Medicaid	1,290	10.5%	\$180.62	233,003	1,554	9.2%	\$127.79	198,586
Contract	362	2.9%	\$343.06	124,187	728	4.3%	\$88.02	64,081
Private Insurance	1,581	12.9%	\$130.87	206,910	1,585	9.4%	\$99.68	157,994
Title V	240	2.0%	\$135.97	32,632	291	1.7%	\$118.90	34,599
Total	12,300	100%	\$94.97	\$1,168,107	16,844	100%	\$57.59	\$970,024

Item	2022	2021
Self Pay - Gross Charges	\$2,443,577	\$2,124,282
Self Pay - Collections	475,663	\$332,040
% Gross Self Pay Charges Collected	19.5%	15.6%
% Net Self Pay Charges Collected	100.4%	88.9%

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Governing Board

August 2022

Item#9

**Consider for Approval Coastal Health & Wellness Dental Fee Schedule
Effective September 1, 2022 Submitted by Jonathan Jordan**

2022 Fee Schedule for Dental Service
Effective 09/01/2022

CDT Code	CDT Description	Current Fee
DIAGNOSTIC EXAMS		
D0120	Periodic Oral Evaluation – Established Patient	\$ 59.00
D0140	Limited Oral Evaluation – Problem Focused	\$ 88.00
D0145	Oral Evaluation For A Patient Under Three Years Of age and counseling with primary caregiver	\$ 76.00
D0150	Comprehensive Oral Evaluation – New Or Established patient	\$ 103.00
D0170	Re-Evaluation – Limited, Problem Focused (established patient, not post-operative visit)	\$ 78.00
D0171	Re-evaluation – postoperative office visit	\$ 77.00
D0180	Comprehensive Periodontal evaluation	\$ 112.00
D0190	Screening of a patient: A screening, including state or federally mandated screenings, to determine an individual's need to be seen by a dentist for diagnosis	\$ 96.00
D0191	Assessment of a patient: A limited clinical inspection that is performed to identify possible signs of oral or systemic disease, malformation, or injury, and the potential need for referral for diagnosis and treatment	\$ 90.00
X-RAYS		
D0210	Intraoral Complete Series (Including Bitewings)	\$ 152.00
D0220	Intraoral – Periapical First Film	\$ 34.00
D0230	Intraoral – Periapical Each Additional Film	\$ 29.00
D0240	Intraoral x-ray - occlusal film	\$ 46.00
D0270	Bitewing-Single radiographic image	\$ 33.00
D0272	Bitewings – Two Films	\$ 53.00
D0273	Bitewings - Three Films	\$ 64.00
D0274	Bitewings – Four Films	\$ 74.00
D0277	Verticle bitewings-7 to 8 radiographic images	\$ 109.00
D0330	Panoramic Film	\$ 132.00
D0350	2D oral/facial photographic images obtained intraorally or extraorally	\$ 78.00
D0391	Interpretation of diagnostic image by practitioner not associated with capture of image, including report	\$ 50.00
D0701	Panoramic radiographic image - image capture only	\$ 75.00
D0703	2-D oral/facial photographic image obtained intraorally or extraorally - image capture only	\$ 25.00
D0706	Intraoral - occlusal radiographic image - image capture only	\$ 25.00
D0707	Intraoral - periapical radiographic image - image capture only	\$ 25.00
D0708	Intraoral - bitewing radiographic image - image capture only	\$ 25.00
D0709	Intraoral - complete series of radiographic images - image capture only	\$ 139.00
TESTS AND EXAMINATIONS		
D0411	HbA1c in-office point of service testing	\$ 20.00
D0412	Blood glucose level test - in-office using a glucose meter	\$ 20.00
D0460	Pulp vitality tests	\$ 65.00
D0470	Diagnostic casts	\$ 132.00
PREVENTIVE		
D1110	Prophylaxis – Adult	\$ 105.00
D1120	Prophylaxis – Child	\$ 78.00
D1206	Topical application of fluoride varnish	\$ 46.00
D1208	Topical application of fluoride - excluding varnish	\$ 44.00
D1310	Nutritional counseling for control of dental disease	\$ 72.00
D1320	Tobacco Counseling for the control prevention of oral disease	\$ 82.00
D1321	Counseling for control and prevention of adverse oral, behavioral and systemic health effects associated with high-risk substance use	\$ 82.00
D1330	Oral Hygiene Instructions	\$ 63.00
D1351	Sealant – Per Tooth	\$ 64.00
D1352	Preventive resin restoration in a moderate to high caries risk patient permanent tooth	\$ 121.00
D1353	Sealant repair - per tooth	\$ 64.00
D1354	Application of caries arresting medicament - Per Tooth	\$ 73.00
D1355	Caries preventive medicament application-per tooth	\$ 73.00
D1551	Re-cement or re-bond bilateral space maintainer-maxillary	\$ 97.00

D1552	Re-cement or re-bond bilateral space maintainer-mandibular	\$ 98.00
D1553	Re-cement or re-bond unilateral space maintainer-per quadrant	\$ 97.00
D1556	Removal of fixed unilateral space maintainer-per quadrant	\$ 93.00
D1557	Removal of fixed bilateral space maintainer-maxillary	\$ 100.00
D1558	Removal of fixed bilateral space maintainer-mandibular	\$ 100.00
RESTORATIVE		
D2140	Amalgam – One Surface, Primary Or Permanent	\$ 163.00
D2150	Amalgam – Two Surfaces, Primary Or Permanent	\$ 203.00
D2160	Amalgam Three Surfaces, Primary Or Permanent	\$ 250.00
D2161	Amalgam – Four Or More Surfaces, Primary Or Perman	\$ 292.00
D2330	Resin-Based Composite – One Surface, Anterior	\$ 195.00
D2331	Resin-Based Composite – Two Surfaces, Anterior	\$ 237.00
D2332	Resin-Based Composite – Three Surfaces, Anterior	\$ 288.00
D2335	Resin-Based Composite – Four Or More Surfaces or involving incisal angle, anterior	\$ 363.00
D2390	Resin-based Composite Crown, anterior	\$ 509.00
D2391	Resin-Based Composite One Surface, Posterior	\$ 211.00
D2392	Resin-Based Composite Two Surfaces, Posterior	\$ 270.00
D2393	Resin-Based Composite Three Surfaces, Posterior	\$ 328.00
D2394	Resin-Based Composite – Four Or More Surfaces, Posterior	\$ 391.00
D2910	Re-cement or re-bond inlay, onlay, veneer or partial coverage restoration	\$ 133.00
D2915	Re-cement or re-bond indirectly fabricated or prefabricated post and core	\$ 136.00
D2920	Re-cement or re-bond Crown	\$ 132.00
D2921	Reattachment of tooth fragment, incisal edge or cusp	\$ 302.00
D2940	Protective restoration	\$ 145.00
D2941	Interim therapeutic restoration - primary dentition	\$ 220.00
D2951	Pin Retention, per tooth	\$ 84.00
D2955	Post removal	\$ 329.00
D2980	Crown repair necessitated by restorative material failure	\$ 325.00
D2983	Veneer repair necessitated by restorative material failure	\$ 352.00
ENDODONTICS		
D3110	Pulp Cap-Direct (excluding final restoration)	\$ 98.00
D3120	Pulp Cap-Indirect (excluding final restoration)	\$ 97.00
D3332	Incomplete endodontic therapy; inoperable, unrestorable or fractured tooth	\$ 505.00
PERIODONTICS		
D4210	Gingivectomy or Gingivoplasty-4+ contiguous teeth	\$ 709.00
D4211	Gingivectomy or Gingivoplasty, 1-3 contiguous teeth	\$ 372.00
D4212	Gingivectomy or Gingivoplasty to allow access for restorative procedure, per tooth	\$ 323.00
D4249	Clinical crown lengthening-hard tissue	\$ 880.00
D4321	Provisional splinting-extracoronar	\$ 524.00
D4322	Splint-intracoronar; natural teeth or prosthetic crowns	\$ 524.00
D4323	Splint-extracoronar; natural teeth or prosthetic crowns	\$ 524.00
D4341	Periodontal Scaling And Root Planing – Four Or More teeth per quadrant	\$ 293.00
D4342	Periodontal Scaling And Root Planing – One To Three teeth per quadrant	\$ 217.00
D4346	Scaling in presence of generalized moderate or severe gingival inflammation - full mouth, after oral evaluation	\$ 195.00
D4355	Full Mouth Debridement To Enable Comprehensive oral evaluation and diagnosis on a subsequent visit	\$ 208.00
D4910	Periodontal Maintenance	\$ 156.00
PERIODONTICS		
D5410	Adjust Complete Denture – Maxillary	\$ 102.00
D5411	Adjust Complete Denture – Mandibular	\$ 102.00
D5421	Adjust Partial Denture – Maxillary	\$ 102.00
D5422	Adjust Partial Denture – Mandibular	\$ 102.00
D5986	Fluoride Gel Carrier	\$ 230.00
FIXED PROSTHODONTICS		
D6930	Re-cement or re-bond fixed partial denture	\$ 196.00
D6980	Fixed partial denture repair necessitated by restorative material failure	\$ 432.00

ORAL SURGERY		
D7111	Extraction, Coronal Remnants – Deciduous Tooth	\$ 154.00
D7140	Extraction, Erupted Tooth Or Exposed Root (Elevation and/or forceps removal)	\$ 210.00
D7210	Surgical Removal Of Erupted Tooth Requiring removal of bone and/or sectioning of tooth, and including elevation of mucoperiosteal flap if indicated	\$ 323.00
D7220	Removal Of Impacted Tooth – Soft Tissue	\$ 364.00
D7230	Removal Of Impacted Tooth – Partially Bony	\$ 450.00
D7250	Surgical Removal Of Residual Tooth Roots (Cutting procedure)	\$ 346.00
D7261	Primary closure of a sinus perforation	\$ 871.00
D7270	Reimplantation and/or stabilization of accidentally evulsed or displaced tooth	\$ 634.00
D7310	Alveoloplasty in Conjunction w/extractions, 4 or more teeth or tooth spaces, per quadrant	\$ 342.00
D7311	Alveoloplasty In Conjunction With Extractions – One to three teeth or tooth spaces, per quadrant	\$ 342.00
D7320	Alveoloplasty Not In Conjunction With Extractions, 4 or more teeth or tooth spaces, per quadrant	\$ 489.00
D7321	Alveoloplasty not in Conjunction w/extractions, 1-3 teeth or tooth spaces, per quadrant	\$ 461.00
D7471	Removal of Lateral Exostosis (Maxilla or Mandible)	\$ 845.00
D7510	Incision And Drainage Of Abscess – Intraoral Soft tissue	\$ 274.00
D7910	Suture of recent small wounds up to 5 CM	\$ 331.00
D7961	Buccal/labial frenectomy (frenulectomy)	\$ 450.00
D7962	Lingual frenectomy (frenulectomy)	\$ 450.00
ORTHODONTIC SERVICES		
D8698	Re-cement or re-bond fixed retainer-maxillary	\$ 278.00
D8699	Re-cement or re-bond fixed retainer-mandibular	\$ 318.00
ADJUNCTIVE SERVICES		
D9110	Palliative (Emergency) Treatment Of Dental Pain	\$ 147.00
D9120	Fixed Partial Denture Sectioning	\$ 259.00
D9210	Local anesthesia not in conjunction with operative or surgical procedures	\$ 80.00
D9310	Consultation - diagnostic service by dentist or physician other than the practitioner providing treatment	\$ 137.00
D9311	Consultation with a medical health care professional	\$ 205.00
D9430	Office Visit For Observation (During Regularly Scheduled hours - no other services performed)	\$ 87.00
D9440	Office visit - after regularly scheduled hours	\$ 198.00
D9450	Case presentaion, detailed and extensive treatment planning	\$ 166.00
D9910	Application of desensitizing medicament	\$ 67.00
D9911	Application of desensitizing resin for cervical and/or root per tooth	\$ 82.00
D9912	Pre-visit patient screening (capture and documentation of a patients health status prior to or on the scheduled DOS to evaluate risk of infectious disease transmission if the paitent is to be treated within the dental practice)	\$ 35.00
D9930	Treatment of complications (post surgical)	\$ 140.00
D9943	Occlusal guard adjustment	\$ 136.00
D9950	Occlusaion analysis - mounted case	\$ 398.00
D9951	Occlusal Adjustment - Limited	\$ 199.00
D9952	Occlusal Adjustment - Complete	\$ 733.00
D9995	Teledentistry - synchronous; real time encounter	\$ 158.00
D9996	Teledentistry - asynchronous; information stored and forwarded to dentist for subsequent review	\$ 83.00

The fee schedule changes for the above services are based on the National Dental Advisory 2021 Services Pricing Guide's 50th percentile for our area.

The above codes and fees define the basic scope of services of Coastal Health & Wellness. As recommended by the dental director and approved by the Executive Director additional codes may be used when medically indicated and financially feasible.

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Governing Board

August 2022

Item#10

**Consider for Approval Coastal Health & Wellness
Dentures, Crowns, and Root Canal Fee Schedule Effective
September 1, 2021 Submitted by Jonathan Jordan**

2022 Fee Schedule for Dental Services Requiring a Contract

Dentures, Root Canals, Crowns and Devices

Effective 09/01/2022

CDT Code	CDT Description	Current Fee
D1510	Space Maintainer – Fixed – Unilateral - per quadrant	\$358
D1516	Space Maintainer, Fixed, Bilateral, Maxillary	\$467
D1517	Space Maintainer, Fixed, Bilateral, Mandibular	\$469
D1575	Distal shoe space maintainer-fixed, unilateral-per quadrant	\$413
D2740	Crown – porcelain/ceramic substrate	\$1295
D2750	Crown - porcelain fused to high noble metal	\$1,282
D2751	Crown-porcelain fused to predominantly base metal	\$1,199
D2752	Crown-porcelain fused to noble metal	\$1,222
D2790	Crown – Full Cast High Noble Metal	\$1320
D2791	Crown - full cast predominantly base metal	\$1,172
D2792	Crown - full cast noble metal	\$1,222
D2799	Interim crown - further treatment or completion of diagnosis necessary prior to final impression	\$505
D2928	Prefabricated porcelain/ceramic crown - permanent tooth	\$473
D2929	Prefabricated porcelain/ceramic crown - primary tooth	\$434
D2930	Prefabricated Stainless Steel Crown-Primary Tooth	\$306
D2931	Prefabricated Stainless Steel Crown-Permanent Tooth	\$366
D2932	prefabricated resin crown	\$392
D2934	Prefabricated Esthetic Coated Stainless Steel Crown-Primary Tooth	\$402
D2950	Core Buildup, Including Any Pins	\$307
D2952	Post and Core in Addition to crown, indirectly fabricated	\$465
D2954	Prefabricated Post And Core In Addition To Crown	\$379
D2971	Additional procedures to construct new crown under existing partial denture framework	\$276
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to dentinocemental junction and application of medicament	\$235
D3221	Pupal Debridement, primary and permanent teeth, not to be used for apexogenesis	\$264
D3310	Endodontic therapy, Anterior tooth (Excluding Final Restoration)	\$855
D3320	Endodontic therapy, Bicuspid tooth (Excluding Final Restoration)	\$974
D3330	Endodontic therapy, Molar tooth (Excluding Final Restoration)	\$1188
D5110	Complete Denture - Maxillary	\$2,013
D5120	Complete Denture - Mandibular	\$2,024
D5130	Immediate Denture - Maxillary	\$2,140
D5140	Immediate Denture - Mandibular	\$2,148
D5211	Maxillary Partial Denture - Resin Base	\$1,589

CDT Code	CDT Description	Current Fee
D5212	Mandibular Partial Denture - Resin Base	\$1,592
D5213	Maxillary Partial Denture - Cast Metal Framework with Resin Denture Bases	\$2,082
D5214	Mandibular Partial Denture - Cast Metal Framework with Resin Denture Bases	\$2,099
D5221	Immediate maxillary partial denture - resin base	\$1,711
D5222	Immediate mandibular partial denture - resin base	\$1,740
D5223	Immediate maxillary partial denture - cast metal framework with resin denture bases	\$2,105
D5224	Immediate mandibular partial denture - cast metal framework with resin denture bases	\$2,077
D5225	Maxillary Partial Denture-Flexible base	\$1,766
D5226	Mandibular Partial Denture-Flexible base	\$1,762
D5227	Immediate maxillary partial denture - flexible base	\$1,886
D5228	Immediate mandibular partial denture - flexible base	\$1,882
D5282	Removable Unilateral Partial Denture, one piece cast metal, Maxillary	\$1,149
D5283	Removable Unilateral Partial Denture, one piece cast metal, Mandibular	\$1,149
D5284	Removable unilateral partial denture-one piece flexible base	\$1,207
D5286	Removable unilateral partial denture-one piece resin	\$1,124
D5511	Repair Broken Complete Denture Base, Mandibular	\$314
D5512	Repair Broken Complete Denture Base, Maxillary	\$313
D5520	Replace Missing or Broken Teeth, complete denture, each tooth	\$283
D5611	Repair Resin Denture Base, Mandibular	\$273
D5612	Repair Resin Denture Base, Maxillary	\$273
D5621	Repair Cast Framework, Mandibular	\$322
D5622	Repair Cast Framework, Maxillary	\$328
D5630	Repair or Replace Broken retentive/clasping materials - per tooth	\$450
D5640	Replace Broken Teeth - Per Tooth	\$283
D5650	Add Tooth to Existing Partial Denture - Per Tooth	\$283
D5660	Add Clasp to Existing Partial Denture	\$450
D5670	Replace all teeth and acrylic on cast metal framework - maxillary	\$853
D5671	Replace all teeth and acrylic on cast metal framework - mandibular	\$867
D5710	Rebase Complete Maxillary Denture	\$710
D5711	Rebase Complete Mandibular Denture	\$711
D5720	Rebase maxillary partial denture	\$651
D5721	Rebase mandibular partial denture	\$651
D5730	Reline Complete Maxillary Denture - Direct	\$438
D5731	Reline Complete Mandibular Denture - Direct	\$438
D5740	Reline Partial Maxillary Denture - Direct	\$432
D5741	Reline Partial Mandibular Denture - Direct	\$433
D5750	Reline complete maxillary denture - Indirect	\$559
D5751	Reline complete mandibular denture - Indirect	\$559

CDT Code	CDT Description	Current Fee
D5760	Reline Maxillary Partial Denture Indirect	\$527
D5761	Reline Mandibular Partial Denture Indirect	\$526
D5765	Soft liner for complete or partial removable denture - indirect	\$350
D5810	Interim complete denture (maxillary)	\$992
D5811	Interim complete denture (mandibular)	\$996
D5820	Interim Partial Denture (Maxillary)	\$883
D5821	Interim Partial Denture (Mandibular)	\$883
D5850	Tissue conditioning, maxillary	\$240
D5851	Tissue conditioning, mandibular	\$240
D5863	Overdenture-complete maxillary	\$2,473
D5864	Overdenture-partial maxillary	\$2,517
D5865	Overdenture-complete mandibular	\$2,512
D5866	Overdenture-partial mandibular	\$2,570
D5876	Add metal substructure to acrylic full denture, per arch	\$440
D5899	Unspecified removable prosthodontic procedure	\$1,250
D6210	Pontic-cast high noble metal	\$1,236
D6240	Pontic-porcelain fused to high noble metal	\$1,271
D6245	Pontic - porcelain/ceramic	\$1,271
D6253	Provisional pontic - further treatment or completion of diagnosis necessary prior to final impression	\$782
D6740	Retainer Crown-porcelain /ceramic	\$1,271
D6750	Retainer Crown - porcelain fused to high noble metal	\$1,271
D6790	Retainer crown-full cast high noble metal	\$1,266
D6793	Provisional retainer crown - further treatment or completion of diagnosis necessary prior to final impression	\$600
D9941	Fabrication of Athletic Mouthguard	\$269
D9942	Repair and/or reline of occlusal guard	\$278
D9944	Occlusal Guard - Hard Appliance, Full Arch	\$626
D9945	Occlusal Guard - Soft Appliance, Full Arch	\$500
D9946	Occlusal Guard-Hard appliance, partial arch	\$587

The fee schedule changes for the above services are based on the National Dental Advisory 2021 Services Pricing Guide's 50th percentile for our area.

2022 Fee Schedule for Dental Contract Services
Dentures, Root Canals, Crowns and Devices
Effective 09/01/2022

CDT Code	CDT Description	0% Pay	20%	40%	60%	80%	100%
	DENTURES	100% FPG	101-125% FPG	126-150% FPG	151-175% FPG	176-200% FPG	Over 200% FPG
D1510	Space Maintainer – Fixed – Unilateral - per quadrant	\$107	\$158	\$208	\$258	\$308	\$358
D1516	Space Maintainer, Fixed, Bilateral, Maxillary	\$140	\$205	\$271	\$336	\$402	\$467
D1517	Space Maintainer, Fixed, Bilateral, Mandibular	\$141	\$206	\$272	\$338	\$403	\$469
D1575	Distal shoe space maintainer-fixed, unilateral-per quadrant	\$124	\$182	\$240	\$297	\$355	\$413
D2740	Crown – porcelain/ceramic substrate	\$389	\$570	\$751	\$932	\$1,114	\$1,295
D2750	Crown - porcelain fused to high noble metal	\$385	\$564	\$744	\$923	\$1,103	\$1,282
D2751	Crown-porcelain fused to predominantly base metal	\$360	\$528	\$695	\$863	\$1,031	\$1,199
D2752	Crown-porcelain fused to noble metal	\$367	\$538	\$709	\$880	\$1,051	\$1,222
D2790	Crown – Full Cast High Noble Metal	\$396	\$581	\$766	\$950	\$1,135	\$1,320
D2791	Crown - full cast predominantly base metal	\$352	\$516	\$680	\$844	\$1,008	\$1,172
D2792	Crown - full cast noble metal	\$367	\$538	\$709	\$880	\$1,051	\$1,222
D2799	Interim crown - further treatment or completion of diagnosis necessary prior to final impression	\$152	\$222	\$293	\$364	\$434	\$505
D2928	Prefabricated porcelain/ceramic crown - permanent tooth	\$142	\$208	\$274	\$341	\$407	\$473
D2929	Prefabricated porcelain/ceramic crown - primary tooth	\$130	\$191	\$252	\$312	\$373	\$434
D2930	Prefabricated Stainless Steel Crown-Primary Tooth	\$92	\$135	\$177	\$220	\$263	\$306
D2931	Prefabricated Stainless Steel Crown-Permanent Tooth	\$110	\$161	\$212	\$264	\$315	\$366
D2932	prefabricated resin crown	\$118	\$172	\$227	\$282	\$337	\$392
D2934	Prefabricated Esthetic Coated Stainless Steel Crown-Primary Tooth	\$121	\$177	\$233	\$289	\$346	\$402
D2950	Core Buildup, Including Any Pins	\$92	\$135	\$178	\$221	\$264	\$307
D2952	Post and Core in Addition to crown, indirectly fabricated	\$140	\$205	\$270	\$335	\$400	\$465
D2954	Prefabricated Post And Core In Addition To Crown	\$114	\$167	\$220	\$273	\$326	\$379
D2971	Additional procedures to construct new crown under existing partial denture framework	\$83	\$121	\$160	\$199	\$237	\$276
D3220	Therapeutic pulpotomy (excluding final restoration) - removal of pulp coronal to dentinocemental junction and application of medicament	\$71	\$103	\$136	\$169	\$202	\$235
D3221	Pupal Debridement, primary and permanent teeth, not to be used for apexogenesis	\$79	\$116	\$153	\$190	\$227	\$264
D3310	Endodontic therapy, Anterior tooth (Excluding Final Restoration)	\$257	\$376	\$496	\$616	\$735	\$855
D3320	Endodontic therapy, Bicuspid tooth (Excluding Final Restoration)	\$292	\$429	\$565	\$701	\$838	\$974
D3330	Endodontic therapy, Molar tooth (Excluding Final Restoration)	\$356	\$523	\$689	\$855	\$1,022	\$1,188
D5110	Complete Denture - Maxillary	\$604	\$886	\$1,168	\$1,449	\$1,731	\$2,013
D5120	Complete Denture - Mandibular	\$607	\$891	\$1,174	\$1,457	\$1,741	\$2,024
D5130	Immediate Denture - Maxillary	\$642	\$942	\$1,241	\$1,541	\$1,840	\$2,140
D5140	Immediate Denture - Mandibular	\$644	\$945	\$1,246	\$1,547	\$1,847	\$2,148
D5211	Maxillary Partial Denture - Resin Base	\$477	\$699	\$922	\$1,144	\$1,367	\$1,589
D5212	Mandibular Partial Denture - Resin Base	\$478	\$700	\$923	\$1,146	\$1,369	\$1,592
D5213	Maxillary Partial Denture - Cast Metal Framework with Resin Denture Bases	\$625	\$916	\$1,208	\$1,499	\$1,791	\$2,082
D5214	Mandibular Partial Denture - Cast Metal Framework with Resin Denture Bases	\$630	\$924	\$1,217	\$1,511	\$1,805	\$2,099
D5221	Immediate maxillary partial denture - resin base	\$513	\$753	\$992	\$1,232	\$1,471	\$1,711
D5222	Immediate mandibular partial denture - resin base	\$522	\$766	\$1,009	\$1,253	\$1,496	\$1,740
D5223	Immediate maxillary partial denture - cast metal framework with resin denture bases	\$632	\$926	\$1,221	\$1,516	\$1,810	\$2,105
D5224	Immediate mandibular partial denture - cast metal framework with resin denture bases	\$623	\$914	\$1,205	\$1,495	\$1,786	\$2,077
D5225	Maxillary Partial Denture-Flexible base	¹ \$530	\$777	\$1,024	\$1,272	\$1,519	\$1,766
D5226	Mandibular Partial Denture-Flexible base	\$529	\$775	\$1,022	\$1,269	\$1,515	\$1,762

CDT Code	CDT Description	0% Pay	20%	40%	60%	80%	100%
D5227	Immediate maxillary partial denture - flexible base	\$566	\$830	\$1,094	\$1,358	\$1,622	\$1,886
D5228	Immediate mandibular partial denture - flexible base	\$565	\$828	\$1,092	\$1,355	\$1,619	\$1,882
D5282	Removable Unilateral Partial Denture, one piece cast metal, Maxillary	\$345	\$506	\$666	\$827	\$988	\$1,149
D5283	Removable Unilateral Partial Denture, one piece cast metal, Mandibular	\$345	\$506	\$666	\$827	\$988	\$1,149
D5284	Removable unilateral partial denture-one piece flexible base	\$362	\$531	\$700	\$869	\$1,038	\$1,207
D5286	Removable unilateral partial denture-one piece resin	\$337	\$495	\$652	\$809	\$967	\$1,124
D5511	Repair Broken Complete Denture Base, Mandibular	\$94	\$138	\$182	\$226	\$270	\$314
D5512	Repair Broken Complete Denture Base, Maxillary	\$94	\$138	\$182	\$225	\$269	\$313
D5520	Replace Missing or Broken Teeth, complete denture, each tooth	\$85	\$125	\$164	\$204	\$243	\$283
D5611	Repair Resin Denture Base, Mandibular	\$82	\$120	\$158	\$197	\$235	\$273
D5612	Repair Resin Denture Base, Maxillary	\$82	\$120	\$158	\$197	\$235	\$273
D5621	Repair Cast Framework, Mandibular	\$97	\$142	\$187	\$232	\$277	\$322
D5622	Repair Cast Framework, Maxillary	\$98	\$144	\$190	\$236	\$282	\$328
D5630	Repair or Replace Broken retentive/clasping materials - per tooth	\$135	\$198	\$261	\$324	\$387	\$450
D5640	Replace Broken Teeth - Per Tooth	\$85	\$125	\$164	\$204	\$243	\$283
D5650	Add Tooth to Existing Partial Denture - Per Tooth	\$85	\$125	\$164	\$204	\$243	\$283
D5660	Add Clasp to Existing Partial Denture	\$135	\$198	\$261	\$324	\$387	\$450
D5670	Replace all teeth and acrylic on cast metal framework - maxillary	\$256	\$375	\$495	\$614	\$734	\$853
D5671	Replace all teeth and acrylic on cast metal framework - mandibular	\$260	\$381	\$503	\$624	\$746	\$867
D5710	Rebase Complete Maxillary Denture	\$213	\$312	\$412	\$511	\$611	\$710
D5711	Rebase Complete Mandibular Denture	\$213	\$313	\$412	\$512	\$611	\$711
D5720	Rebase maxillary partial denture	\$195	\$286	\$378	\$469	\$560	\$651
D5721	Rebase mandibular partial denture	\$195	\$286	\$378	\$469	\$560	\$651
D5730	Reline Complete Maxillary Denture - Direct	\$131	\$193	\$254	\$315	\$377	\$438
D5731	Reline Complete Mandibular Denture - Direct	\$131	\$193	\$254	\$315	\$377	\$438
D5740	Reline Partial Maxillary Denture - Direct	\$130	\$190	\$251	\$311	\$372	\$432
D5741	Reline Partial Mandibular Denture - Direct	\$130	\$191	\$251	\$312	\$372	\$433
D5750	Reline complete maxillary denture - Indirect	\$168	\$246	\$324	\$402	\$481	\$559
D5751	Reline complete mandibular denture - Indirect	\$168	\$246	\$324	\$402	\$481	\$559
D5760	Reline Maxillary Partial Denture Indirect	\$158	\$232	\$306	\$379	\$453	\$527
D5761	Reline Mandibular Partial Denture Indirect	\$158	\$231	\$305	\$379	\$452	\$526
D5765	Soft liner for complete or partial removable denture - indirect	\$105	\$154	\$203	\$252	\$301	\$350
D5810	Interim complete denture (maxillary)	\$298	\$436	\$575	\$714	\$853	\$992
D5811	Interim complete denture (mandibular)	\$299	\$438	\$578	\$717	\$857	\$996
D5820	Interim Partial Denture (Maxillary)	\$265	\$389	\$512	\$636	\$759	\$883
D5821	Interim Partial Denture (Mandibular)	\$265	\$389	\$512	\$636	\$759	\$883
D5850	Tissue conditioning, maxillary	\$72	\$106	\$139	\$173	\$206	\$240
D5851	Tissue conditioning, mandibular	\$72	\$106	\$139	\$173	\$206	\$240
D5863	Overdenture-complete maxillary	\$742	\$1,088	\$1,434	\$1,781	\$2,127	\$2,473
D5864	Overdenture-partial maxillary	\$755	\$1,107	\$1,460	\$1,812	\$2,165	\$2,517
D5865	Overdenture-complete mandibular	\$754	\$1,105	\$1,457	\$1,809	\$2,160	\$2,512
D5866	Overdenture-partial mandibular	\$771	\$1,131	\$1,491	\$1,850	\$2,210	\$2,570
D5876	Add metal substructure to acrylic full denture, per arch	\$132	\$194	\$255	\$317	\$378	\$440
D5899	Unspecified removable prosthodontic procedure	\$375	\$550	\$725	\$900	\$1,075	\$1,250
D6210	Pontic-cast high noble metal	\$371	\$544	\$717	\$890	\$1,063	\$1,236
D6240	Pontic-porcelain fused to high noble metal	\$381	\$559	\$737	\$915	\$1,093	\$1,271
D6245	Pontic - porcelain/ceramic	\$381	\$559	\$737	\$915	\$1,093	\$1,271
D6253	Provisional pontic - further treatment or completion of diagnosis necessary prior to final impression	2 \$235	\$344	\$454	\$563	\$673	\$782

CDT Code	CDT Description	0% Pay	20%	40%	60%	80%	100%
D6740	Retainer Crown-porcelain /ceramic	\$375	\$375	\$375	\$375	\$375	\$1,271
D6750	Retainer Crown - porcelain fused to high noble metal	\$381	\$559	\$737	\$915	\$1,093	\$1,271
D6790	Retainer crown-full cast high noble metal	\$380	\$557	\$734	\$912	\$1,089	\$1,266
D6793	Provisional retainer crown - further treatment or completion of diagnosis necessary prior to final impression	\$180	\$264	\$348	\$432	\$516	\$600
D9941	Fabrication of Athletic Mouthguard	\$81	\$118	\$156	\$194	\$231	\$269
D9942	Repair and/or reline of occlusal guard	\$83	\$122	\$161	\$200	\$239	\$278
D9944	Occlusal Guard - Hard Appliance, Full Arch	\$188	\$275	\$363	\$451	\$538	\$626
D9945	Occlusal Guard - Soft Appliance, Full Arch	\$150	\$220	\$290	\$360	\$430	\$500
D9946	Occlusal Guard-Hard appliance, partial arch	\$176	\$258	\$340	\$423	\$505	\$587

NOTE: The first 3 adjustments of new dentures are at no charge. Those adjustments completed after the first 3 will be charged based on the dental fee schedule.

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

August 2022

Item#11

RCM Quality Project Update Submitted by Ami Cotharn

Consulting RCM Project with Canton & Company

Update 8/25/2022

Consulting Assistance to Improve Revenue Cycle Management Productivity

Essential Requirements:

- Take actionable steps during this process. Avoid spending time on reporting issues, instead spend time on creating improvements.
- Assess strengths and weaknesses of RCM staff, processes, and financial productivity (gap assessment).
- Document current and future workflows for RCM.
- Review current Policies and Procedures, identify gaps and provide recommended documents (using HRSA 2022 recommendations and regulatory requirements).

Step 1 - Onsite Visit with Consulting Team

August 16-18th

- Key staff were interviewed and current workflows captured.
- Issues facing the Billing department were explored with detail on prioritizing tasks.
- Initial billing financial productivity analysis was explored with senior leaders, however was not shared with general staff at this time.
- A substantial review of the outsourced billing company processes and reports was done.
- A relationship was made with Jonathan to assure he was involved in all processes and agreed to be the key person to help document and implement best practices in the department.

Three (3) Initial Priorities Identified, Agreed to and Action Underway

1. Our **largest** potential for revenue increase is to begin an enrollment project to help all Self Pay and Sliding Scale patients obtain Medicaid.
 - Most Self Pay/Slide revenue is written off today. With Medicaid, those visits will yield \$179 per visit and the patients will have less copays.
 - Other Texas centers have a plan to help enroll the patients.
2. The **next** revenue potential is to “go fully electronic” for all authorizations, claims, payments, and improve statement and text message process.
 - They are no electronic payments today causing check management by staff, copying, balancing, and sending to the Billing Company to manually post to the system. Additionally the Billing Company is not posting denials, hence we cannot report on denial trends or repairs.
 - This requires review of current electronic data interface (EDI) and obtain other quotes to assure we are fully using the systems, at the best price.
3. The **third** priority is to document all tasks that are required for reporting and billing management.
 - This process includes capturing tasks by all staff and the tasks being performed by the Billing Company to assure we are able to manage the productivity of the entire process.

Next Steps

- Resolve largest issues causing non-payment of claims. Document the appropriate coding and billing going forward.
- Design the future workflows with better claims and payments management.
- Create daily “duties with expectations” to organize the staff and move from putting out fires to forward planning for issues.
- Create an “our payer bible” to document every special detail of billing for that payer by department (dental, medical BH, women’s care)

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**Governing Board
August 2022
Item#12
Comments from Board Members**

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