



# Ferry County Health

## BOARD OF COMMISSIONERS' MEETING

June 18, 2024 @ 10:30 AM in the HUB

<https://us06web.zoom.us/j/89584329356?pwd=Y0dZT1VldmNkV2JMZ09MRVROalZvQT09>

Meeting ID: 895 8432 9356

Passcode: 260559

One tap mobile

+12532158782, 89584329356# US (Tacoma)

Mission Statement:

*“To strengthen the health and well-being of our community through partnership and trust.”*

### AGENDA

		Page(s)
Call to Order	DiAnne Lundgren	
Quorum Established	DiAnne Lundgren	
Review, Amend, Accept Agenda	DiAnne Lundgren	
Introduction of Board, District Employees, and Guests	DiAnne Lundgren	
<i>Items listed under the consent agenda are considered routine board matters and will be approved by a single motion of the Board without separate discussion. If a separate discussion is desired, that item will be removed from the consent agenda and placed on the regular business agenda.</i>		
Approval of Consent Agenda	<b>ACTION</b> DiAnne Lundgren	
<ul style="list-style-type: none"> <li>• Minutes 05.28.24 Board Meeting</li> <li>• Approval of Warrants</li> <li>• Financial Write-Off Report</li> </ul>		
Correspondence	DiAnne Lundgren	
Public Comments	DiAnne Lundgren	
Environment of Care/ Safety Update	Adam Volluz	
Compliance Report	Spencer Hargett	
Department Spotlight – Kitchen	Brenda Michel	
CNO Report/ Quality Improvement	Mike Martinoli	7-12
COO Report	Debbie DeCorde	13-18
CFO/Revenue Cycle Report	Coryelle Rogers	19-26
Medical Staff Report	Richard Garcia, MD	27
CEO Report	Jennifer Reed	28-33

On-going Business

DiAnne Lundgren

- Health Foundation
- Board Introduction Project
- Facility Update/Master Plan
- Rural Resources Building
- New Hire Orientation Schedule
  - 07/01-
  - 07/15-
  - 07/29-

Board Representative Reports

- Finance
- Quality Improvement
- Compliance/Risk Management
- Medical Staff
- EMS
- PFAC
- Credentialing

Ron Bacon/Sarah Krausse  
DiAnne Lundgren/Nancy Giddings  
Ron Bacon/Sarah Krausse  
DiAnne Lundgren/Solomon-Hopkins  
Nancy Giddings  
Sarah Krausse/Nancy Giddings  
DiAnne Lundgren/Nancy Giddings

Request for New Appointment of Courtesy Medical Staff Privileges by Proxy for the following Integra Imaging Provider(s): **Will Fletcher, MD, Wilson E. Bowlby, MD, Dallin Johansen, DO, Matthew Stegman, MD, Michelle Tran, MD.**

New Business

DiAnne Lundgren

- Community Sponsorship Resolution
- MRI Purchase
- Student Providers

Executive Session – if applicable

Open Session - Action, if applicable regarding executive session

Adjournment

DiAnne Lundgren

Board meetings are usually the fourth Tuesday of each month at 10:30 a.m. unless otherwise posted.

The Public is encouraged to attend; Handicap access is available.

**The next regularly scheduled meeting is July 23, 2023 @ 10:30 am in the HUB Conference Room**



## Ferry County Health

### BOARD OF COMMISSIONERS' MEETING

April 23, 2024

**CALL TO ORDER:** Board Chair DiAnne Lundgren called the meeting of the Board of Commissioners to order at 10:30 a.m., on May 28, 2024 in the HUB and via Zoom.

Commissioners in attendance were DiAnne Lundgren, Nancy Giddings, Sarah Krausse, Susan Solomon-Hopkins and Ron Bacon.

Jennifer Reed, CEO; Debbie DeCorde, COO; Mike Martinoli, CNO; Coryelle Rogers, CFO; Amber Gangon, Executive Coordinator; and Adam Volluz, Facilities Manager; were also present.

Zoom participants: Spencer Hargett, Compliance; James Davidson, IT Manager; Lacy Sharbono, HR Coordinator; Mena and Dawn Fritts, RN

**GUESTS:** No guests.

**QUORUM ESTABLISHED:** A quorum was present.

**REVIEW, AMEND, ACCEPT AGENDA:** A motion was made by Giddings and seconded by Susan Solomon-Hopkins to approve the agenda as presented. The motion passed unanimously.

**INTRODUCTION OF THE BOARD AND GUESTS:** No introductions were made.

**APPROVAL OF CONSENT AGENDA:** A motion was made by Giddings and was seconded by Bacon to accept the consent agenda. The motion passed unanimously.

**CORRESPONDENCE:** Correspondence read.

**PUBLIC COMMENTS:** No public comments.

**ENVIRONMENT OF CARE/ SAFETY UPDATE:** Volluz gave his report.

**COMPLIANCE REPORT:** Hargett gave his report.

**DEPARTMENT SPOTLIGHT:** Tyler Orestad gave his department spotlight report for Environmental Services. The Kitchen and Dietary were selected for June's spotlight.

**CNO REPORT:** Martinoli gave his CNO report.

**Lundgren called for a break in session at 11:33 a.m. Open session resumed at 11:39 p.m.**

**COO:** DeCorde gave her COO report.

**Lundgren called for a break in session at 11:58 a.m. Open session resumed at 12:21 p.m.**

**MEDICAL STAFF REPORT:** Dr. Garcia provided his report via PowerPoint slide.

**CEO REPORT:** Reed gave her CEO report.

**A motion was made by Giddings and was seconded by Krausse to move Mobile Integrated Health (MIH) services from a pilot project status into a regular hospital service status. The motion passed unanimously.**

**CFO FINANCIAL REPORT:** Rogers gave her CFO financial report.

**REVENUE INTEGRITY REPORT:** Rogers gave her Revenue Integrity report

**ON-GOING BUSINESS:**

- **Health Foundation:** This will vote on the MOU during their next meeting and Reed will bring a copy back to the board.





Ferry County Health

RESOLUTION FOR COMMUNITY SPONSORSHIPS

Date: 06/18/2024

RESOLUTION NO. 2024-04

WHEREAS, Ferry County Public Hospital District #1 recognizes the importance of supporting and fostering relationships within our local community,

WHEREAS, the selected annual community events are in alignment with our organization's values,

WHEREAS, such sponsorship shall increase visibility, foster positive community relations, and aid fulfilling our district's social responsibility,

NOW, THEREFORE, BE IT RESOLVED THAT:

- 1. The Board of Directors hereby approves the sponsorship of various community events throughout the year in the amount of \$\_\_\_\_\_.
2. The CEO, Jennifer Reed and/or CFO, Coryelle Rogers, are authorized to negotiate and execute any necessary agreements or contracts related to the sponsorship.
3. The appropriate committee is directed to coordinate with each event to ensure proper implementation and fulfillment of the sponsorship benefits.
4. The CEO, Jennifer Reed, shall provide periodic updates to the Board regarding the progress and impact of the sponsorship.

BE IT FURTHER RESOLVED THAT:

- 1. The funds in the amount of \$\_\_\_\_\_ allocated for sponsorships shall be disbursed as described in the Districts cash disbursements policy.
2. Any additional expenses related to the sponsorship beyond the approved amount shall require prior approval from the Board of Directors.

ADOPTED AND APPROVED by the Commissioners of Ferry County Public Health District No. 1 in an open public meeting thereof held in compliance with the requirements of the Open Public Meetings Act this 18th day of June 2024, the following commissioners being present and voting in favor of this resolution.

DiAnne Lundgren, Board Chair Date

Nancy Giddings, Secretary Date

Sarah Krausse, Vice Chair Date

Ron Bacon, Commissioner Date

Susan Solomon-Hopkins, Commissioner Date

Ferry County Health Board of Commissioners

36 Klondike Rd, Republic, WA 99166
P. (509) 775-8242 F. (509) 775-3804

# Board Report

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June 18, 2024



# CNO Report

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Mike Martinoli

June 18, 2024



# CNO

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## ➤ Follow Up

- HRSA Annual Meeting
  - ❖ Transitional Care Quality Improvement grant
  - ❖ Report out, 'connect and engage for rural health' theme, valuable educational sessions noted
- Tele-SANE project
  - ❖ Seattle lead Nurse visited our campus yesterday
  - ❖ Next steps, begin increasing community awareness and education
- CHIP (Community Health Improvement Plan)
  - ❖ Updates about the total \$80,000 of community funding and connection to patient care coordination





# CNO

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## ➤ Coming Up

- Office changes
  - ❖ Report out
- September NAC Class
  - ❖ Support from HR to the nursing team for standardizing the applicant interview procedure
- Hospital Staffing Law
  - ❖ Upcoming state deadlines in July
  - ❖ Committee preparedness updates, Q&A



# CNO

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## ➤ Need to know

- NRHA CNO Certification
  - ❖ Cohort completed, report out
- Communication
  - ❖ Utilizing the ER communication wall board to deliver need to know information
  - ❖ Appreciation noted from NSS family members during recent care conferences, most common statements relate to amazing care by staff
- Rural Nurse Education Program (RNEP)
  - ❖ Milestone update about the upcoming return of the RONE education model
  - ❖ Next steps



# CNO-Volumes

**FINANCE DASHBOARD**  
**Ferry County Public Hospital District #1**  
**May 31, 2024**

Inpatient and Emergency Department		Jan	Feb	Mar	Apr	May	YTD	YTD Target	Annual Target	Var	30-Apr
Acute Care Patient Days	●	22	16	24	38	30	130	105	252	25	20
Acute Care Admissions	●	7	10	8	12	9	46	30	73	16	8
Average Length of Stay	●	3	2	3	3	3	3	3	3	0	3
Skilled Swingbed patient days	●	19	28	45	18	29	139	615	1477	-476	119
Admissions	●	2	3	5	-	3	13	20	47	-7	5
Average SSB Census	●	1	1	1	1	1	5	2	4	3	4
Average Length of Stay	●	10	9	31	30	31	111	1	3	110	24
ED Visits	●	179	199	170	203	217	968	973	2334	-5	126
ED Transfers	●	-	9	10	11	19	49	19	47	30	8
Left Against Medical Advice	●	-	1	-	-	1	2	1	0	1	0
Admitted to Inpatient	●	1	9	8	11	8	37	30	73	7	7
Same Day Surgery	●	13	14	5	12	9	53	69	165	-16	11
Outpatient Procedures	●	70	71	94	60	67	362	402	965	-40	71
OBS Patients	●	2	3	4	5	4	18	21	51	-3	2

**Key**

- Meets or exceeds budget/target
- Does not meet budget/target expectations by 5% or less
- Does not meet budget/target expectations by greater than 5%

# QI Committee Report

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## ➤ Provider Peer Review

- Report out from Q1, focus on capturing Observation stays
- Positive feedback noted from receiving hospitals regarding door to medication timing for a few recent STEMI patients.

## ➤ Trauma Program Designation

- Program Manager attended a Rural Trauma Outcomes and Performance Improvement Course
- Trauma Committee is now revamped with strong multi-disciplinary involvement
- Update about upcoming data reporting deadline this October.



# COO Report

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Debbie DeCorde

June 18, 2024



# COO

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## ➤ Follow Up

- UFCW 3000
  - ❖ RN contract renewal bargaining starts
  - ❖ Salary review with wage surveys that were just received last week
- HR
  - ❖ NAC class process review - Assisted Living Facility to be represented in student interviews going forward
  - ❖ Next NAC class is in September – will be posted this month
  - ❖ Updated timekeeping requirements (new laws) being addressed with technology
  - ❖ Maternal privacy rooms are in place
- Republic Drug Store
  - ❖ New Himalayan product line



# COO

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## ➤ Coming Up

- Assisted Living Facility (ALF)
  - ❖ Apartment preparations for newest resident completed and another underway due to other resident moving out of state
  - ❖ Pre-admit assessments in process for potential residents; internal and external being considered
  - ❖ Assessment and collaboration between our Assisted Living Facility and Non-skilled Swing units
  - ❖ Meal complaints being worked through with kitchen regarding some preferences and frequency
- Physical and Occupational Therapy (PT/OT)
  - ❖ Average treatment per therapist per day - increase to 5.5 (from 5.0, 4.6, 3.7, and 3.4)
  - ❖ New Agency OT started June 3rd
  - ❖ New Temp PT
  - ❖ 70 on Republic waitlist and 16 on Curlew waitlist



# COO

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## ➤ Need to Know

- Republic Medical Clinic
  - ❖ Expanded walk-in hours with Bob Brown
  - ❖ DOTs are scheduled with Bob as well as ER follow-ups
  - ❖ Pre-employment physical exams process re-established with Kinross
  - ❖ Speaker systems in planning phase to promote calming environment
  - ❖ Nebulizer contract review
  - ❖ Flu and COVID vaccine clinics being planned for Fall 2024
- Laboratory
  - ❖ MLT Recruiting solution - internal growth for current staff members





# COO - Dashboard

**FINANCE DASHBOARD**  
**Ferry County Public Hospital District #1**  
**May 31, 2024**


Outpatient and Ancillary Services		Jan	Feb	Mar	Apr	May	YTD	Target	YTD Target	2023
11 Medical Clinic #Visits	●	800	833	813	860	887	4,193	9,220	2,305	796
12 Physical Therapy Visits	●	393	404	298	256	539	1,890	5,780	1,445	506
13 Imaging Exams	●	334	371	377	402	240	1,724	4,825	1,206	321
14 Lab # Billable Tests	●	2703	3053	2807	3018	3048	14,629	27,216	6,804	2,628
15 Drugstore Prescriptions	●	4501	4213	4254	4370	4377	21,715	53,000	13,250	4,526


**Key**

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- Does not meet budget/target expectations by greater than 5%

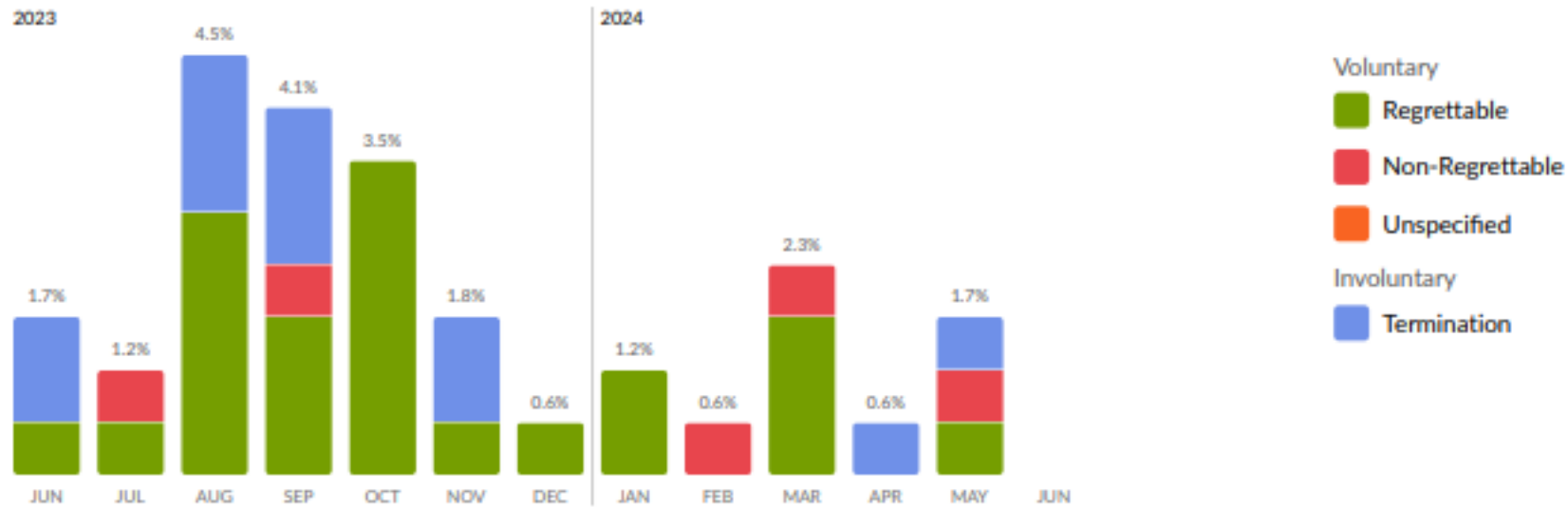


# COO – Turnover Report YTD

 **6.3%** 11 people  
Total Turnover Jan 2024 - Jun 2024

 **1.1%** 1.8 people  
Average Monthly Turnover

 **1.7%** 3 people  
Total Turnover - 30 days



# CFO

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Coryelle Rogers

June 18, 2024



# CFO - Financials

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- **Financial Statements**
- **Key Performance Indicators**
- **Revenue Cycle Update**



Ferry County Public Hospital District  
**Consolidated Income Statement**  
Year to Date May 31, 2024

Actuals	Budget	Var #		Actuals	Budget	Var%	Var\$
<b>Operating revenue:</b>							
2,491,890	2,708,929	(217,039)	Gross patient service revenue	11,461,087	11,535,401	-1%	(74,314) a
(921,999)	(1,002,304)	80,305	Contractual allowances and provisions for uncollectible accounts	(4,103,485)	(4,268,097)	-4%	164,612
1,569,891	1,706,625	(136,734)	Patient service revenue - (Net contractual allowances)	7,357,602	7,267,303	0%	
32,279			Centriq Patient Revenue	109,364	-		
294,231	317,058	(22,827)	Drug Store gross revenue	1,369,358	1,419,058	-4%	(49,700)
66,206	129,836	(63,630)	Other operating revenue	332,964	491,314	-32%	(158,350)
<b>\$ 1,962,607</b>	<b>\$ 2,153,519</b>	<b>\$ (190,912)</b>	<b>Total operating revenue</b>	<b>\$ 9,169,288</b>	<b>\$ 9,177,675</b>	<b>0%</b>	<b>(8,387)</b>
<b>Operating expenses:</b>							
1,091,216	1,016,950	(74,266)	Salaries and wages	5,306,370	5,046,989	-5%	(259,381)
241,560	210,877	(30,683)	Employee benefits	1,210,013	1,031,391	-17%	(178,622)
115,418	106,660	(8,758)	Professional fees	444,347	481,378	8%	37,031
304,431	360,770	56,339	Supplies	1,415,077	1,599,740	12%	184,663
7,589	27,421	19,832	Purchased services - Utilities	108,157	115,778	7%	7,621
139,048	124,982	(14,066)	Purchased services - Other	660,192	574,878	-15%	(85,314)
5,621	12,360	6,739	Insurance	68,121	61,801	-10%	(6,320)
50,119	41,662	(8,457)	Other	185,933	208,002	11%	22,069
1,750	2,514	764	Rent	9,168	12,285	25%	3,117
3,980	84,417	80,437	Depreciation	384,173	411,236	7%	27,063
<b>\$ 1,960,732</b>	<b>\$ 1,988,613</b>	<b>\$ 27,881</b>	<b>Total operating expenses</b>	<b>\$ 9,791,551</b>	<b>\$ 9,543,478</b>	<b>-3%</b>	<b>(248,073)</b>
1,875	164,906	163,031	Gain (loss) from operations	(622,264)	(365,803)	70%	(256,461)
<b>\$ 44,017</b>	<b>\$ 59,915</b>	<b>\$ 15,898</b>	<b>Total nonoperating revenues (expenses) - Net</b>	<b>\$ 451,534</b>	<b>\$ 279,844</b>	<b>61%</b>	<b>171,690</b>
45,892	224,821	178,929	Increase (decrease) in net position	(170,729)	(85,959)	99%	(84,771)
0.02	0.10			(0.02)	(0.01)		

Notes to Financials:

a. Reversal of \$203,000 in Central Supply



# Ferry County Public Hospital District No. 1

Consolidated Balance Sheet  
Year to Date May 31, 2024

Assets	May	April	Variance
<b>Current assets:</b>			
Cash and cash equivalents	\$ 2,322,623	\$ 2,381,542	\$ (58,919)
<b>Receivables:</b>			
Centriq Gross Accounts Receivable	819,690	1,029,394	209,704
Meditech Gross Accounts Receivable	8,309,783	8,163,925	(145,858)
Contractual allowance	(3,103,511)	(3,020,652)	82,859
Patient AR - Net	6,025,962	5,143,273	146,705
<b>Taxes</b>	170,623	170,623	-
Estimated third-party payor settlements	5,886	(14,182)	20,068
Other	23,898	24,795	(897)
Inventories	547,616	550,414	(2,798)
Prepaid expenses	140,241	184,113	(43,872)
<b>Total current assets</b>	<b>\$ 9,236,849</b>	<b>\$ 8,440,578</b>	<b>\$ 60,287</b>
<b>Capital assets:</b>			
Non-depreciable assets	\$ 47,282	\$ 47,282	\$ -
Depreciable capital assets - Net of accumulated depreciation	5,867,677	6,076,472	(208,795)
Construction in Progress	145,853	145,853	-
<b>Total capital assets</b>	<b>\$ 6,060,812</b>	<b>\$ 6,269,607</b>	<b>\$ (208,795)</b>
<b>TOTAL ASSETS</b>	<b>\$ 15,297,661</b>	<b>\$ 14,710,185</b>	<b>\$ 587,476</b>

# Ferry County Public Hospital District No. 1

Consolidated Balance Sheet  
Year to Date May 31, 2024

Liabilities	May	April	Variance
<b>Current liabilities:</b>			
Accounts payable	662,129	484,050	(178,079)
Payroll and related expenses	839,538	1,192,215	352,677
Other Current Liabilities	587,196	525,628	(61,568)
<b>Total current liabilities</b>	<b>\$ 2,088,863</b>	<b>\$ 2,201,893</b>	<b>\$ 113,030</b>
<b>Noncurrent liabilities:</b>			
Long term debt	\$ 1,929,916	\$ 1,930,000	\$ 84
Capital lease obligations - Less current portion	20,445	20,445	-
<b>Total noncurrent liabilities</b>	<b>1,950,361</b>	<b>1,950,445</b>	<b>84</b>
<b>Total liabilities</b>	<b>\$ 4,039,224</b>	<b>\$ 4,152,338</b>	<b>\$ 113,114</b>
<b>Net position:</b>			
Current Year Earnings	(170,729)	(216,622)	(45,892)
Equity Accounts	11,429,166	10,774,469	(654,698)
<b>Total net position</b>	<b>\$ 11,258,437</b>	<b>\$ 10,557,847</b>	<b>\$ (700,590)</b>
<b>TOTAL LIABILITIES AND NET POSITION</b>	<b>\$ 15,297,661</b>	<b>\$ 14,710,185</b>	<b>\$ (587,476)</b>



# CFO – Key Performance Indicators



**FINANCE DASHBOARD**  
**Ferry County Public Hospital District #1**  
**May 31, 2024**

<b>Profitability</b>		<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<b>YTD</b>	<b>Target</b>	<b>Variance</b>	<b>2023</b>
Revenue Deductions % of Gross Revenue	●	37%	37%	35%	35%	36%	36%	37%	1%	36%
Salaries % Gross Patient Revenue	●	46%	43%	49%	47%	44%	46%	39%	-7%	36%
Benefits % of Salary Expense	●	21%	23%	23%	23%	22%	22%	23%	1%	21%
<b>Net Income</b>										
Operating Margin	●	-7%	-8%	2%	0%	2%	-2%	-4%	2%	3%
<b>Cash and Liquidity</b>										
Days Cash on Hand	●	59.9	57.4	49.1	39.7	38.7	49.0	85.0	(36.0)	65.0
Days Cash in AR	●	107.1	105.7	108.9	110.5	114.1	109.3	53.0	(56.3)	89.0
Current Ratio	●	5.3	4.8	4.7	3.8	4.4	4.6	1.0	3.6	4.5
Debt to Equity	●	0.2	0.3	0.3	0.4	0.4	0.3	1.0	0.7	0.2
<b>Claims Processing and Coding</b>										
# Accounts on Hold	●	237	174	84	43		0	200	200	650
Net AR Days	●	61	116	113	115	106	106	45	(74)	85
Unbilled AR	●	722,229	817,382	629,796	994,721	841,348	841,348	1,000,000	158,652	524,307
GROSS AR - MEDITECH	●	7,004,996	6,384,449	6,687,246	6,994,170	6,847,656	6,847,656	4,500,000	(2,347,656)	5,637,360

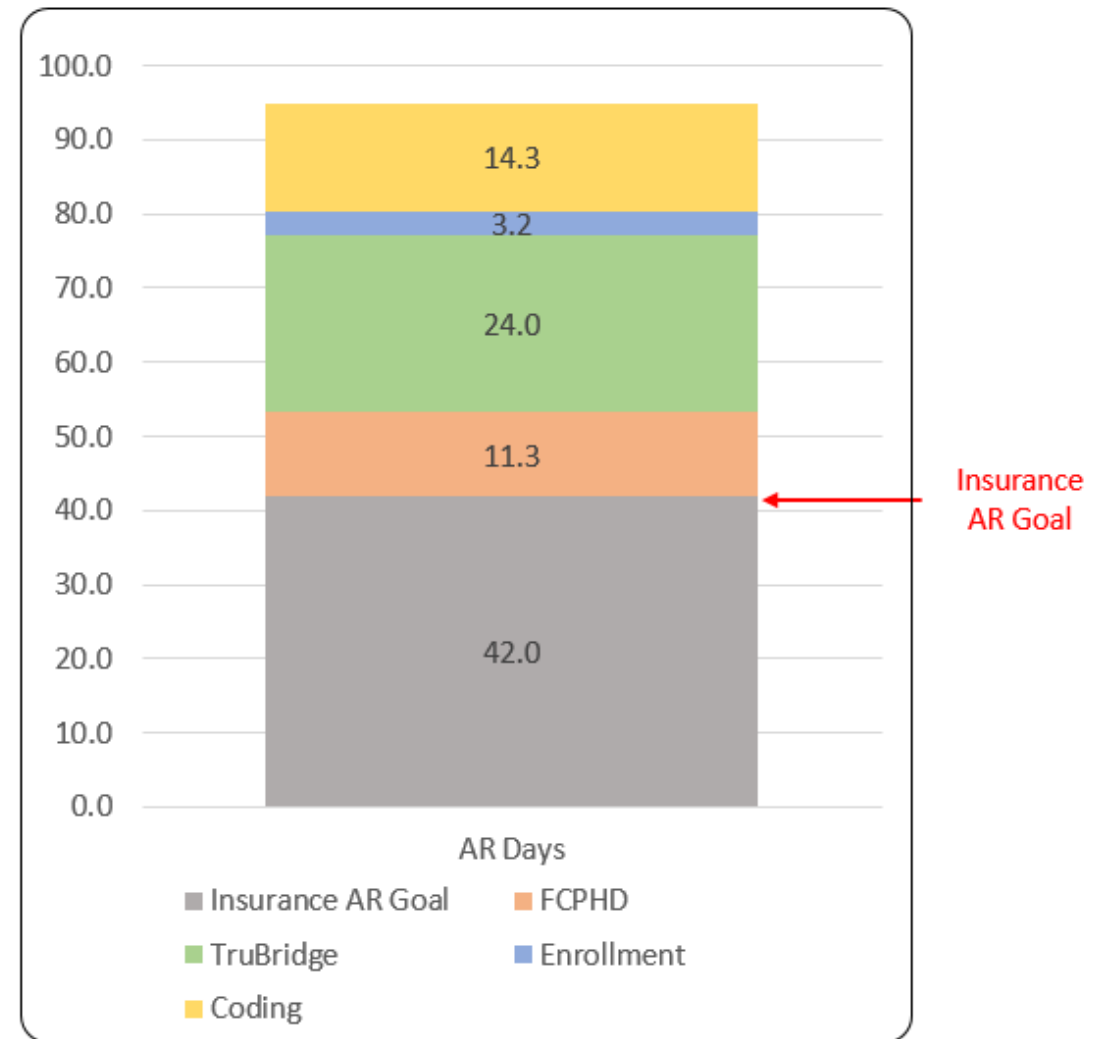
**Key**

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# Revenue Cycle Update

Below are the target focus areas identified that if resolved will reduce the AR by 52.8 Days

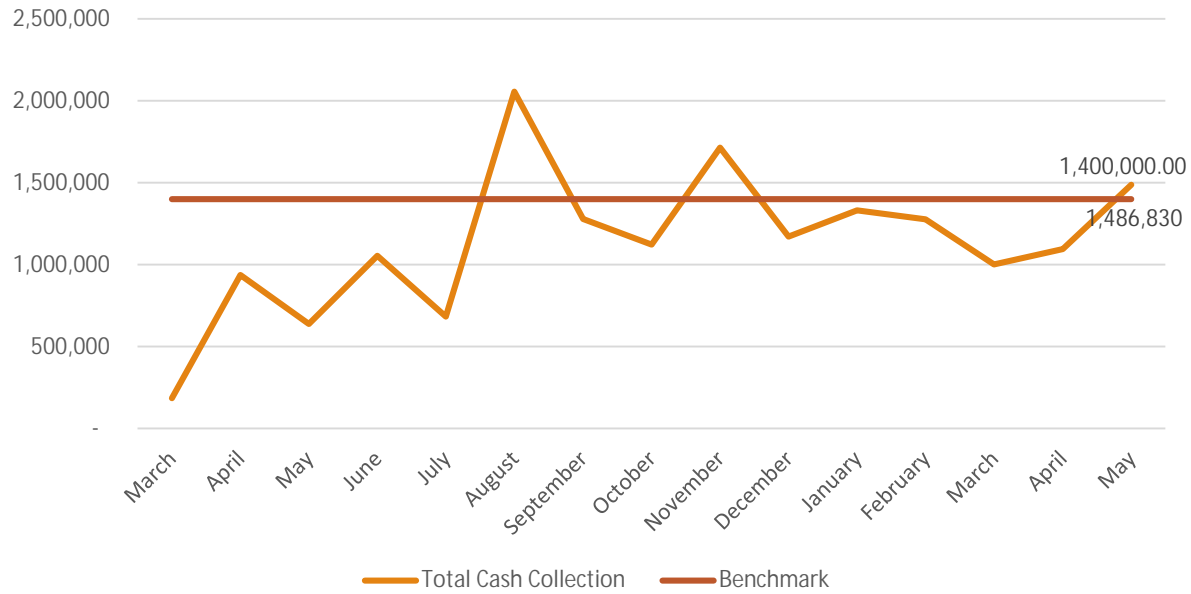
AR Reduction Areas	Total	AR Days	Owner
DR. Bell Provider Enrollment	\$ 232,603	3.2	Enrollment
No Authorization	\$ 391,002	5.4	FCPHD
Adjustment Requests	\$ 354,301	4.9	FCPHD
Wendy Wilkins Appeals	\$ 69,054	1.0	FCPHD
Meditech AR Clean-Up	\$ 1,206,177	16.7	TruBridge
Centrig Sunset	\$ 530,973	7.3	TruBridge
Coding Review Requests	\$ 624,344	8.6	Coding
Coding Clean-Up	\$ 412,406	5.7	Coding
<b>TOTAL AR Reductions Needed</b>	<b>\$ 3,820,861</b>	<b>52.8</b>	



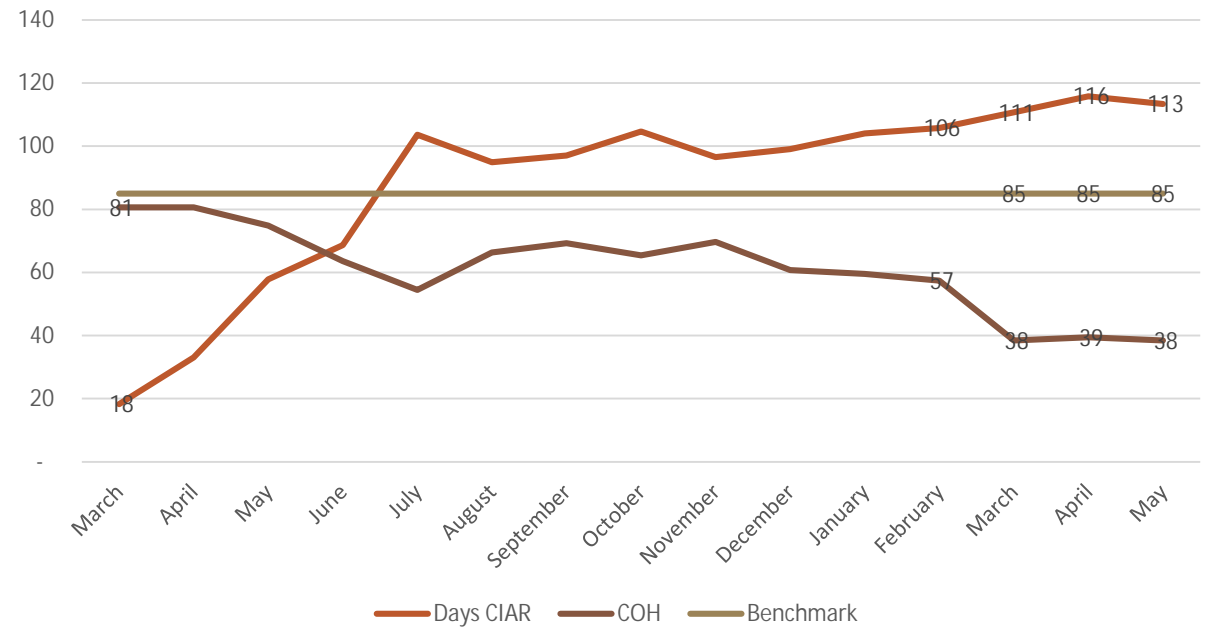


# Revenue Cycle Update

## Cash Collections - Meditech Only

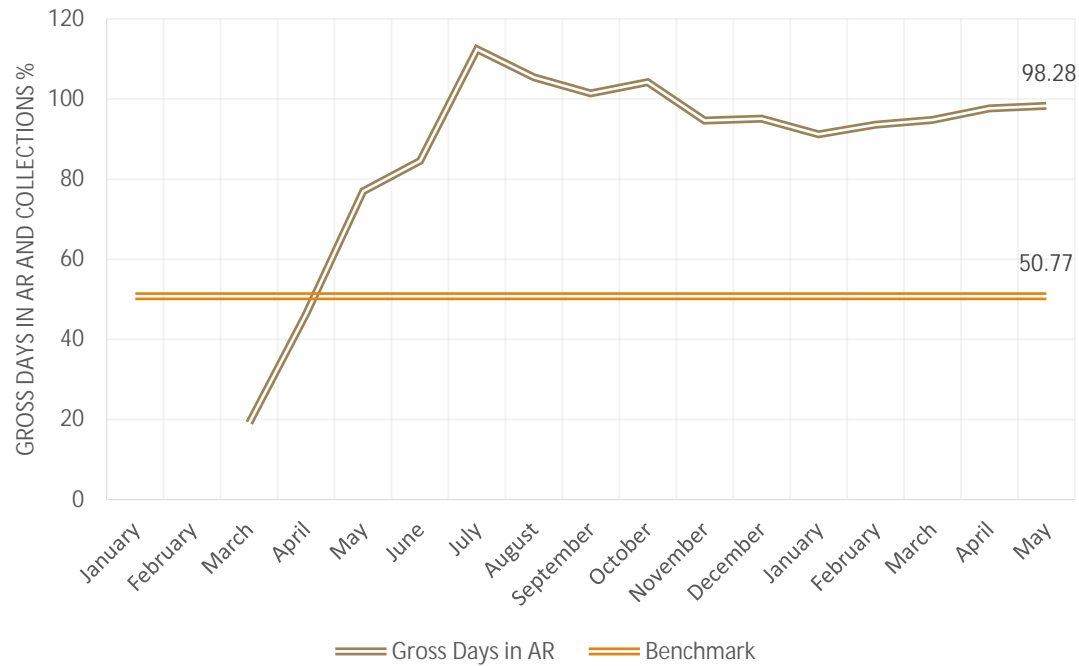


## Days Cash on Hand

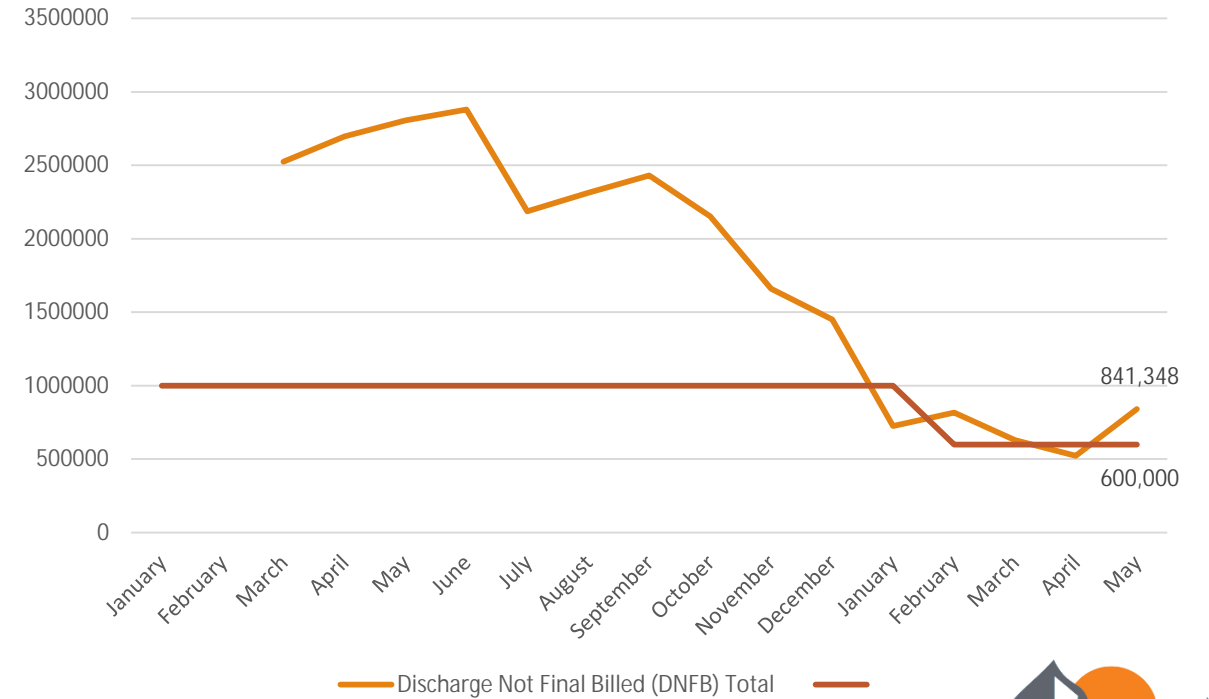


# Revenue Cycle Update

## GROSS DAYS IN AR - MEDITECH ONLY



## Discharged Not Final Bill \$ (DNFB)



# Medical Staff Report

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- **Attending an excellent CME event with Annette and are brainstorming how to incorporate new best practice procedures and treatments.**
- **Has been a busy past few months with many admissions and patients**
- **Sacred Heart still at capacity most of the time and if no beds available they will not consult. This is semi-recent change that makes things difficult.**
- **WMCC still assisting in finding beds.**
- **Can attend July board meeting.**



# CEO Report

**Quality/Safety:** by constantly holding ourselves to a higher standard.

**Integrity:** through honesty and respect.

**Compassion:** by providing a nurturing and caring environment

**Stewardship:** by utilizing our resources to their highest and best purpose.

**Teamwork:** by working together in a culture that promotes excellence.

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Jennifer Reed

June 18, 2024



# CEO

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## ➤ Follow Up

- Commerce Grant – Had initial meeting with group for communication plan. Will schedule a work session to further discuss and brainstorm with them, probably August? Thoughts?
- Rural Resources update – Should have the Quit Claim
- All staff meeting - report out attendance, reception, any follow up needs identified.
- Charity Care Geographic update
- Implementing patient portal payment avenue for seamless transition
- MIH Update - Dr. Artzis finalized as Medical Director and will supervise the clinical activity as Colton moves forward with Coordination. Posted position for the Paramedic/Nurse position.

## ➤ Coming Up

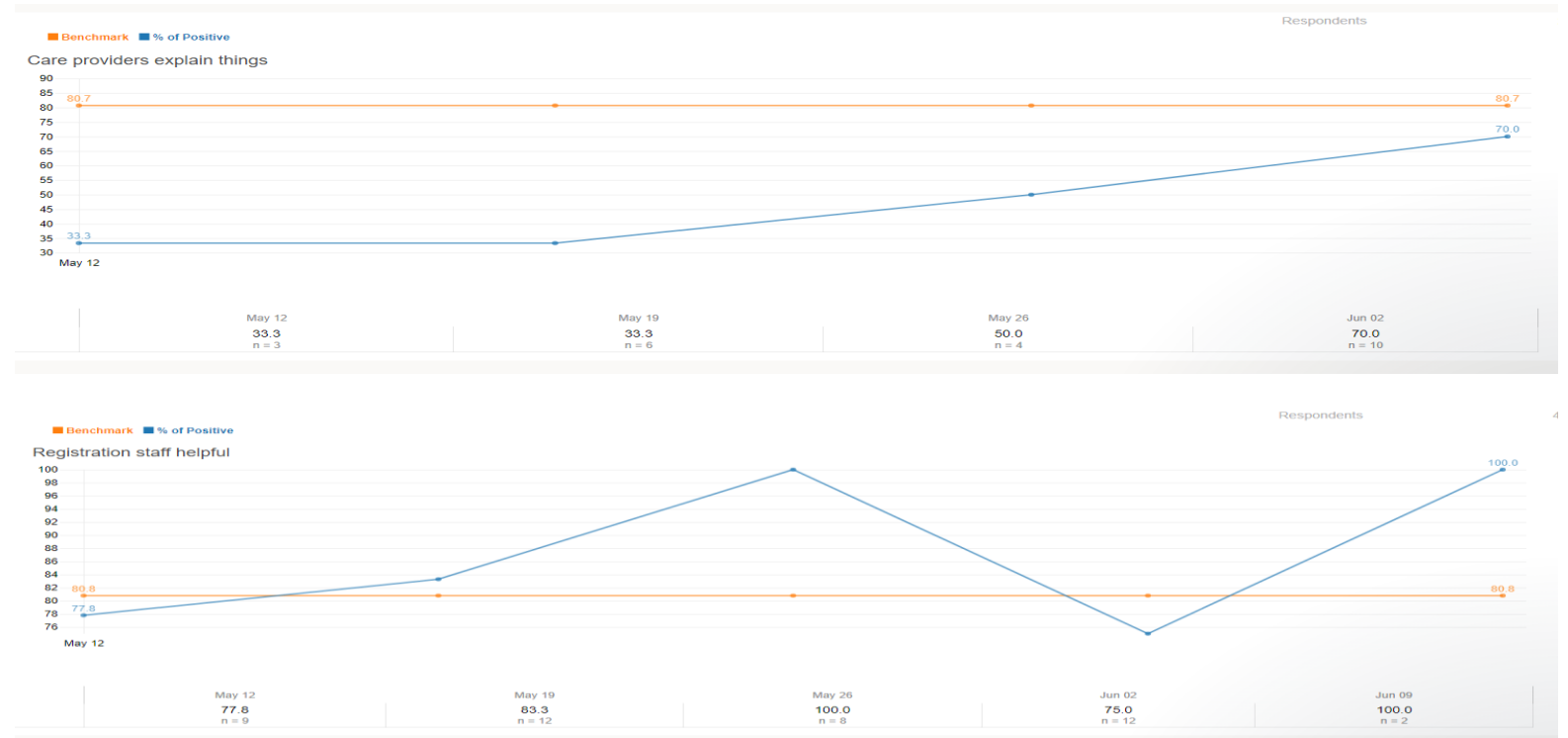
- 340b workgroup kicking off after Chelan
- Delegated credentialing will be happening through Collaborative as we move away from HRG. (Info Attached)



# Patients – Experience Score 66.1

## Areas of Focus:

- Registration Process
- Care providers spent time and explained things
- Informed of Delays and/or when to expect information - only 1 response, no trend
- When to expect results - 2 responses, no trend



# Master Facility Plan

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- Finance - Infrastructure

- ❖ Architectural Services out to bid
- ❖ Finance contract signed
- ❖ Communications Plan – will have timeline by 6/30/24, schedule work session for August, plan complete by 11/30/24
- ❖ Timeline - very tentative at this point, but goal is to break ground by late spring.



# CEO

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## ➤ Need to Know

- Community Relations and Outreach:
  - ❖ Rural Health Enterprise going strong. Looking forward to member savings and income in 2024.
  - ❖ Rural Collaborative. Hoping you have the annual report by board.
  - ❖ Time to revisit Mammo needs. Various avenues to explore.
- Payer Updates:
  - ❖ No new news on the HCA undocumented workers other than it is coming July 15.
  - ❖ WellCare - We're having LOTS of denials, had a meeting with Coordinated Care that went south after attending a "New Provider Orientation" that they had failed to provide but promised would be the savior. No go. Now we're in a bit of a fight and have demanded that we will not be doing anything more to get denials processed. They will process and pay or we will go to OIC and talk about terminating. We currently have \$700k in unpaid claims by WellCare.
  - ❖ Aetna - although we don't serve many Aetna patients, we do contract with Aetna. They tried to introduce an amendment to our contract that would include many things that didn't make sense to us. They have now submitted an amended amendment that covers us should they introduce more products. They will have to negotiate.
  - ❖ Premera – Trying to introduce a reduction in payment across the board, with the lie that CMS is making them do it. They are commercial. CMS is not making them do it. Another possible "hit the highway"





