



Finance Committee

AGENDA

Wednesday, January 22nd, 2020 at 9:00 AM
CLSD Headquarters, 38901 Ocean Drive, Gualala, CA

1. Call to Order Paterson
2. Agenda Approval Paterson
3. Minutes Approval: Wed December 18th, 2019 meeting Paterson
4. Privilege of the floor Paterson
5. Ambulance revenue – Wittman (YTD) Caley
6. Expenses YTD Caley
7. Cash Flow Caley
8. Banking and Investment statements review Caley
9. Ambulance dispatch, 2nd-Out Program & transport data YTD Caley
10. Other:
 - Ambulance Billing Review (continued) Caley
 - Treasury renewal update Caley
 - Ballot Measure update Caley
 - RCMS FC Update Beaty
 - IGT/GEMT-QAF updates Caley
 - EMT Class 2020 Caley
 - Bereavement Policy Caley
 - State of CA – Controller's Office Transaction Report filed Caley
11. Next FC Meetings – Third Wednesdays of the month, 9 AM, all at the CLSD Bill Platt Training Room
 - Feb 19th, 2020
 - Mar 18th, 2020
 - Apr 15th, 2020
12. Adjournment



Finance Committee

Minutes of Meeting December 18th, 2019 at 9:00 AM – Bill Platt Training Center

1. **Call to Order:** The meeting was called to order at 9:02 AM by Treasurer Annan Paterson. FC Directors present: Naomi Schwartz, and Geoff Beaty. Also sitting for educational purposes was Director Michael Tilles. In addition: Ex-officio District Administrator David Caley, Operations Manager Evan Dilks, Bookkeeper Clara Frost, and staff member Chris Ottolini.
2. **Agenda Approval:** Director Paterson moved to adopt the agenda as written and seconded by Director Schwartz. All ayes.
3. **Meeting Minutes Approval:** Director Schwartz moved to approve the November 20th FC meeting minutes and was seconded by Director Beaty. All ayes.
4. **Privilege of the floor:** None.
5. **Ambulance revenue – Wittman (YTD)** Net payments for November 2019 were \$68,727 with A/R of 526,824. November had 58 billable incidents with 43 transports. Cumulative totals YTD are 320 billable incidents with 236 transports.
6. **Expenses YTD:** Expenses continue to be within budget.
7. **Cash Flow:** Parcel Tax revenue is scheduled to be received in Dec and Jan.
8. **Bank Statement, Check Register Review and Schwab Investment:** The November bank statement and check register were reviewed and questions answered to provide clarification as needed. Our Schwab Treasuries was renewed at 1.572%
9. **Ambulance dispatch and transport data YTD:** Our 2nd Paramedic ambulance in November covered 30 of 30 days during the 9 AM – 9 PM period and 20 days from 9 PM – 9 AM. There were 6 billable incidents (6 ALS and 0 BLS).
10. **Other:**
 - a. GEMT FY16 Audit update- DC uncovered \$8,100 owed to CLSD
 - b. Ambulance Billing Review (continued)- Recommendations will be made in January
 - c. Ballot Measure update- We will be going through with the EMS ballot measure
 - d. RCMS FC update – Dec 7th RCMS held a Townhall at TSR Del Mar Center introducing what is perceived as a plausible business plan to reverse the financial losses and rightsize the staffing to patient visit ratios.
 - e. EMT Class 2020- Donations have provided a scholarship of \$200 to anyone taking the current EMT course.
11. **Next FC Meeting:** Third Wednesdays of the month, 9 AM, all at the CLSD Bill Platt Training Room
 - January 15, 2020
 - February 19, 2020
 - March 18, 2020
12. **Adjournment:** at 11:37 AM. Director Paterson moved to adjourn, seconded by Director Schwartz. All Ayes.
13. **Minutes approved:**

_____(Date)_____

Annan Paterson, Treasurer

CLSD AMBULANCE REVENUE

	A	B	C	D	E	F	G	H	I	J	K	L	M
	BILLABLE INCIDENTS	CHARGES	MCARE WRITE DOWNS	MCAL WRITE DOWNS	OTHER CONTRACTUAL WRITE DOWNS	NET CHARGES	PAYMENTS	REFUNDS	NET PAYMENTS	BAD DEBT WRITE OFFS	OTHER WRITE OFFS	ADJ	NEW A/R BALANCE
FY19													
JAN '19	50	\$ 199,104	\$ 110,645	\$ 48,835	\$ 2,685	\$ 36,940	\$ 48,119	\$ 7,077	\$ 41,042	\$ -	\$ -	\$ 7	\$ 470,383
FEB'19	61	\$ 233,790	\$ 94,248	\$ 63,149	\$ 9,264	\$ 67,129	\$ 47,592		\$ 47,592	\$ 34,163	\$ 233	\$ -	\$ 455,524
MARCH '19	75	\$ 297,252	\$ 172,524	\$ 32,088	\$ 964	\$ 91,676	\$ 39,210		\$ 39,210	\$ 38,101	\$ 5,024	\$ -	\$ 464,867
APRIL '19	54	\$ 196,917	\$ 143,715	\$ 18,395	\$ 3,144	\$ 31,662	\$ 71,037	\$ 1,091	\$ 69,947	\$ -	\$ 250	\$ 65	\$ 426,397
MAY '19	56	\$ 215,716	\$ 74,460	\$ 50,320	\$ 967	\$ 89,969	\$ 67,379	\$ -	\$ 67,379	\$ 26,680	\$ 1,948	\$ 500	\$ 420,858
JUNE '19	69	\$ 245,187	\$ 127,965	\$ 28,276	\$ 5,326	\$ 83,620	\$ 49,795	\$ -	\$ 49,795	\$ 16,416	\$ 800	\$ 62	\$ 437,528
FY20													
JULY '19	61	\$ 225,748	\$ 62,734	\$ 2,853	\$ 7,631	\$ 152,530	\$ 71,407	\$ -	\$ 71,407	\$ -	\$ -	\$ 3,911	\$ 522,562
AUGUST '19	61	\$ 227,284	\$ 114,434	\$ 74,225	\$ 8,913	\$ 29,713	\$ 69,867	\$ -	\$ 69,867	\$ 16,067	\$ 1,837	\$ -	\$ 464,503
SEPTEMBER '19	76	\$ 277,000	\$ 75,627	\$ 47,381	\$ 6,146	\$ 147,846	\$ 48,221	\$ -	\$ 48,221	\$ -	\$ 7,930	\$ 15	\$ 556,213
OCTOBER '19	64	\$ 242,079	\$ 117,750	\$ 57,124	\$ 5,077	\$ 62,127	\$ 80,054	\$ 2,119	\$ 77,935	\$ -	\$ 4,914	\$ 158	\$ 535,648
NOVEMBER '19	58	\$ 236,748	\$ 138,127	\$ 38,467	\$ 250	\$ 59,904	\$ 68,727	\$ -	\$ 68,727	\$ -	\$ -	\$ -	\$ 526,824
DECEMBER '19	50	\$ 199,255.4	\$ 132,912.9	\$ 26,184.3	\$ 10,388.6	\$ 29,769.6	\$ 109,482.9	\$ -	\$ 109,482.9	\$ 15,870.0	\$ 6,211.3	\$ -	\$ 425,029.7
DEC '18	68	\$ 223,719	\$ 67,435	\$ 61,071	\$ -	\$ 95,212	\$ 48,587	\$ -	\$ 48,587	\$ -	\$ -	\$ 2,638	\$ 474,478

FY To Date	370	\$ 1,408,114	\$ 641,585	\$ 246,235	\$ 38,406	\$ 481,888	\$ 447,760	\$ 2,119	\$ 445,641	\$ 31,937	\$ 20,893	\$ 4,084
Last 12 Months	735	\$ 2,796,080	\$ 1,365,142	\$ 487,298	\$ 60,757	\$ 882,884	\$ 770,892	\$ 10,286	\$ 760,606	\$ 147,297	\$ 29,148	\$ 4,718

Monthly Average FY To Date	62	\$ 234,686	\$ 106,931	\$ 41,039	\$ 6,401	\$ 80,315	\$ 74,627	\$ 353	\$ 74,273	\$ 5,323	\$ 3,482	\$ 681
Monthly Average Last 12 Months	61	\$ 233,007	\$ 113,762	\$ 40,608	\$ 5,063	\$ 73,574	\$ 64,241	\$ 857	\$ 63,384	\$ 12,275	\$ 2,429	\$ 393

AGING							
Month	Current	31-60	61-90	91-120	121-180	180+	Balance
19-Dec	\$ 91,989	\$ 40,932	\$ 44,056	\$ 50,721	\$ 73,509	\$ 123,822	\$ 425,030

CMS TRANSPORTS ON -	
TOTAL	\$ 923.48

as of DEC' 19

Coast Life Support District

Profit & Loss Budget Overview FY19

July through December 2019

	Jul - Dec 19	Budget	\$ Over Budget	% of Budget
Ordinary Revenue/Expense				
Revenue				
4000 · CLSD Special Taxes	972,058.31	906,729.92	65,328.39	107.2%
4100 · Interest Revenue	16.16	5,499.98	-5,483.82	0.3%
4200 · Ambulance Revenue	454,792.34	324,999.98	129,792.36	139.9% ¹
4400 · Miscellaneous Revenue	10,092.38	24,999.98	-14,907.60	40.4%
4410 · Intergovernmental Transport(IGT)	0.00	87,765.00	-87,765.00	0.0%
4420 · Ground Emerg Med Transport	-184.60	9,000.00	-9,184.60	-2.1%
4421 · GEMT QAF Revenue	0.00	23,052.00	-23,052.00	0.0%
Total Revenue	1,436,774.59	1,382,046.86	54,727.73	104.0%
Expense				
5000 · Wages and Benefits	737,407.90	730,962.46	6,445.44	100.9%
6000 · Ambulance Operations	83,316.93	81,835.50	1,481.43	101.8%
66000 · Payroll Expenses	0.00	0.00	0.00	0.0%
6700 · Overhead/Administration	86,560.57	102,700.10	-16,139.53	84.3%
6971 · IGT	0.00	0.00	0.00	0.0%
7000 · Urgent Care	412,653.52	412,657.50	-3.98	100.0%
8000 · Interest Expense	658.00	999.98	-341.98	65.8%
9000 · Other Expenses	0.00	0.00	0.00	0.0%
9500 · Depreciation Expense	46,832.02	46,832.02	0.00	100.0%
9999 · Prior Period Adjustment	0.00	0.00	0.00	0.0%
Total Expense	1,367,428.94	1,375,987.56	-8,558.62	99.4%
Net Ordinary Operating Surplus	69,345.65	6,059.30	63,286.35	
Net Revenue	69,345.65	6,059.30	63,286.35	

1. AMBULANCE REVENUE: *Ref Wittman YTD Report (acc 4220 + Column F minus H/K/L)

Coast Life Support District

Profit & Loss Budget Overview FY19

July through December 2019

	Jul - Dec 19	Budget	\$ Over Bud...	% of Bud...
Ordinary Revenue/Expense				
Revenue				
4000 · CLSD Special Taxes				
4001 · Mendocino County Taxes				
4004 · Mendocino Ambulance Tax	238,831.96	238,831.96	0.00	100.0%
4009 · Mendocino Urgent Care Tax	217,374.98	217,374.98	0.00	100.0%
4010 · Mendocino Ad Valorem Tax	52,875.00	52,875.00	0.00	100.0%
Total 4001 · Mendocino County Taxes	509,081.94	509,081.94	0.00	100.0%
4002 · Sonoma County Taxes				
4024 · Sonoma Ambulance Tax	218,442.86	187,572.00	30,870.86	116.5%
4029 · Sonoma Urgent Care Tax	230,483.53	196,026.00	34,457.53	117.6%
4030 · Sonoma County Special Tax	14,049.98	14,049.98	0.00	100.0%
Total 4002 · Sonoma County Taxes	462,976.37	397,647.98	65,328.39	116.4%
Total 4000 · CLSD Special Taxes	972,058.31	906,729.92	65,328.39	107.2%
4100 · Interest Revenue	16.16	5,499.98	-5,483.82	0.3%
4200 · Ambulance Revenue				
4201 · Amb Transport Billings	454,792.34	324,999.98	129,792.36	139.9% ¹
Total 4200 · Ambulance Revenue	454,792.34	324,999.98	129,792.36	139.9%
4400 · Miscellaneous Revenue	10,092.38	24,999.98	-14,907.60	40.4%
4410 · Intergovermntl Transport(IGT)	0.00	87,765.00	-87,765.00	0.0%
4420 · Ground Emerg Med Transport	-184.60	9,000.00	-9,184.60	-2.1%
4421 · GEMT QAF Revenue	0.00	23,052.00	-23,052.00	0.0%
Total Revenue	1,436,774.59	1,382,046.86	54,727.73	104.0%
Expense				
5000 · Wages and Benefits				
5200 · Health Insurance	62,260.94	66,000.00	-3,739.06	94.3%
5300 · Payroll Taxes Emplr Costs	17,802.81	19,793.02	-1,990.21	89.9%
5350 · PERS Employer Costs	78,732.04	79,119.98	-387.94	99.5%
5405 · Administration Salaries				
5405.1 · Admin Salaries-Alloc/UC	-12,657.52	-12,657.52	0.00	100.0%
5405 · Administration Salaries - Other	145,862.43	128,515.50	17,346.93	113.5% ²
Total 5405 · Administration Salaries	133,204.91	115,857.98	17,346.93	115.0%
5410 · Ambulance Operations Wages	405,189.28	400,605.98	4,583.30	101.1%
5430 · Extra Duty/Stipend Pay/DA	17,681.04	22,298.02	-4,616.98	79.3%
5500 · Work Comp Insurance	22,536.88	27,287.48	-4,750.60	82.6%
Total 5000 · Wages and Benefits	737,407.90	730,962.46	6,445.44	100.9%
6000 · Ambulance Operations				
6030 · Med. Director Fee-non AHUC	18,900.00	18,900.00	0.00	100.0%
6040 · Dispatch Services	13,348.49	10,935.52	2,412.97	122.1%
6050 · Misc Reimbursements	0.00	0.00	0.00	0.0%
6100 · Station/Crew Expenses				
5100 · Uniforms & Med Tests	1,507.34	1,749.98	-242.64	86.1%
6101 · Facility Repair & Maintenance	3,623.48	3,750.00	-126.52	96.6%
6102 · Facility Furniture	286.99	0.00	286.99	100.0%
6110 · Supps, Rental, Clean. etc	5,689.53	3,750.00	1,939.53	151.7%
6210 · Veh. Repair & Maintenance	7,824.69	11,250.00	-3,425.31	69.6%
6240 · Vehicle Fuel	12,611.37	12,500.02	111.35	100.9%
6410 · Radios & Comm Equip				
6410.1 · ATT Tower Lease	437.50	0.00	437.50	100.0%
6410 · Radios & Comm Equip - Other	1,276.46	1,500.00	-223.54	85.1%
Total 6410 · Radios & Comm Equip	1,713.96	1,500.00	213.96	114.3%
6510 · Medical Supplies & Equip	17,811.08	15,000.00	2,811.08	118.7%
Total 6100 · Station/Crew Expenses	51,068.44	49,500.00	1,568.44	103.2%

Coast Life Support District

Profit & Loss Budget Overview FY19

July through December 2019

	Jul - Dec 19	Budget	\$ Over Bud...	% of Bud...
6980 · Misc. Employee Train. Exps	0.00	2,499.98	-2,499.98	0.0%
Total 6000 · Ambulance Operations	83,316.93	81,835.50	1,481.43	101.8%
66000 · Payroll Expenses	0.00	0.00	0.00	0.0%
6700 · Overhead/Administration				
6180 · Utilities	7,427.52	6,500.02	927.50	114.3%
6188 · Telephone	3,344.39	3,249.98	94.41	102.9%
6300 · Insurance	7,224.59	8,649.98	-1,425.39	83.5%
6713 · Ambulance Billing	23,157.20	19,500.00	3,657.20	118.8%
6714 · GEMT QAF Expense	7,162.93	0.00	7,162.93	100.0%
6718 · Office Supp/Equip/Software				
6718.1 · Office Supplies	1,337.29	1,250.02	87.27	107.0%
6718.2 · Computer Equipment	42.88	999.98	-957.10	4.3%
6718.3 · Software	1,526.11	1,500.00	26.11	101.7%
6718 · Office Supp/Equip/Software - Other	0.00	0.00	0.00	0.0%
Total 6718 · Office Supp/Equip/Software	2,906.28	3,750.00	-843.72	77.5%
6720 · Board Expenses	1,088.40	1,250.02	-161.62	87.1%
6730 · Consultants				
6734 · IT	3,083.40	3,500.02	-416.62	88.1%
6735 · EMS Survey	719.55	1,500.00	-780.45	48.0%
6737 · Financial/Bookkeeping	0.00	1,500.00	-1,500.00	0.0%
6738 · Legal	7,797.00	2,499.98	5,297.02	311.9%
6739 · Policy Development	0.00	2,400.00	-2,400.00	0.0%
6740 · Audit	2,076.24	4,550.02	-2,473.78	45.6%
6741 · Tax Administration - NBS	5,643.16	5,499.98	143.18	102.6%
Total 6730 · Consultants	19,319.35	21,450.00	-2,130.65	90.1%
6742 · Bank/Merchant Fees	821.05	600.00	221.05	136.8%
6755 · Property Tax Admin	0.00	8,750.02	-8,750.02	0.0%
6760 · Education/Professional Dev	1,599.36	500.02	1,099.34	319.9%
6765 · Election Costs/Reserve	0.00	12,500.02	-12,500.02	0.0%
6770 · Dues, Subscrip, Membership	5,542.31	6,000.00	-457.69	92.4%
6788 · Printing & Reproduction	1,002.50	3,000.00	-1,997.50	33.4%
6795 · Travel/Transportation	1,113.63	2,000.02	-886.39	55.7%
6970 · Community Dev/Training	4,851.06	5,000.02	-148.96	97.0%
Total 6700 · Overhead/Administration	86,560.57	102,700.10	-16,139.53	84.3%
6971 · IGT	0.00	0.00	0.00	0.0%
7000 · Urgent Care				
7011 · Admin Salaries-Alloc to UC	12,657.52	12,657.52	0.00	100.0%
7050 · UC Contract	399,996.00	399,999.98	-3.98	100.0%
Total 7000 · Urgent Care	412,653.52	412,657.50	-3.98	100.0%
8000 · Interest Expense				
8005 · EMS Interest Expense	0.00	0.00	0.00	0.0%
8000 · Interest Expense - Other	658.00	999.98	-341.98	65.8%
Total 8000 · Interest Expense	658.00	999.98	-341.98	65.8%
9000 · Other Expenses	0.00	0.00	0.00	0.0%
9500 · Depreciation Expense	46,832.02	46,832.02	0.00	100.0%
9999 · Prior Period Adjustment	0.00	0.00	0.00	0.0%
Total Expense	1,367,428.94	1,375,987.56	-8,558.62	99.4%
Net Ordinary Operating Surplus	69,345.65	6,059.30	63,286.35	
Net Revenue	69,345.65	6,059.30	63,286.35	

1. AMBULANCE REVENUE: *Ref Wittman YTD Report (acc 4220 + Column F minus H/K/L)

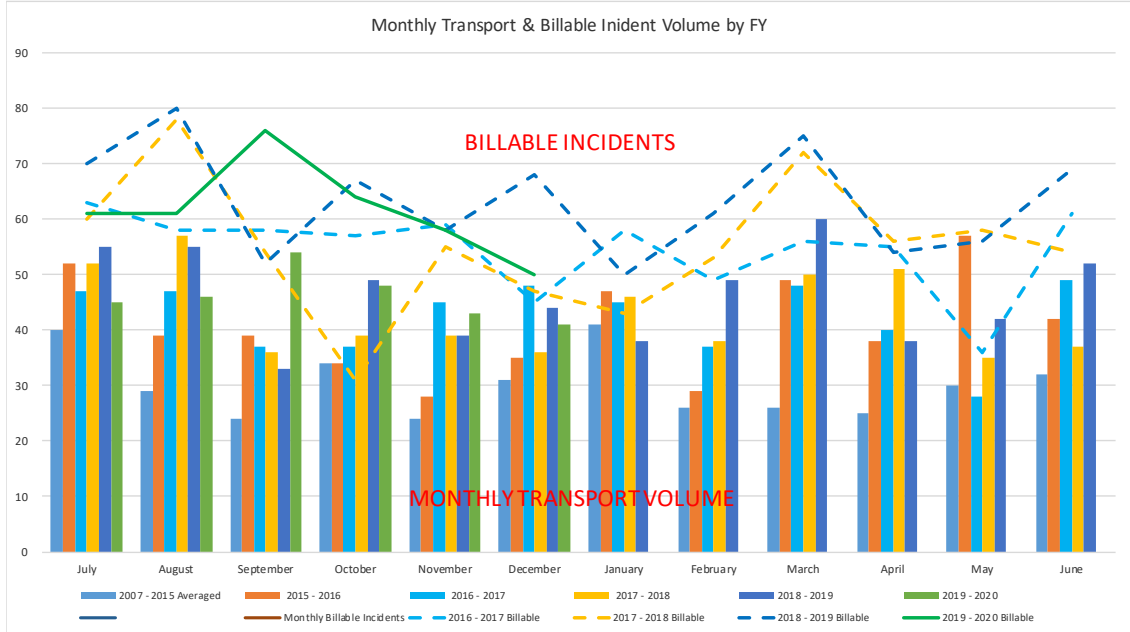
2. Admin Salaries -Other: Increased partly, due to recording (14 of 14 days in total) from Payroll on 1.2.19 into Dec. The Opt's Manager's Ambulance Wage not split out from his Admin Salary (Budgeted to 5410), Increase of hours needed for the in house bookkeeper shared duties.

3. Ballot Measure Development

MONTHLY AMBULANCE DATA

Monthly Transports	July	August	September	October	November	December	January	February	March	April	May	June
2007 - 2015 Averaged	40	29	24	34	24	31	41	26	26	25	30	32
2015 - 2016	52	39	39	34	28	35	47	29	49	38	57	42
2016 - 2017	47	47	37	37	45	48	45	37	48	40	28	49
2017 - 2018	52	57	36	39	39	36	46	38	50	51	35	37
2018 - 2019	55	55	33	49	39	44	38	49	60	38	42	52
2019 - 2020	45	46	54	48	43	41						

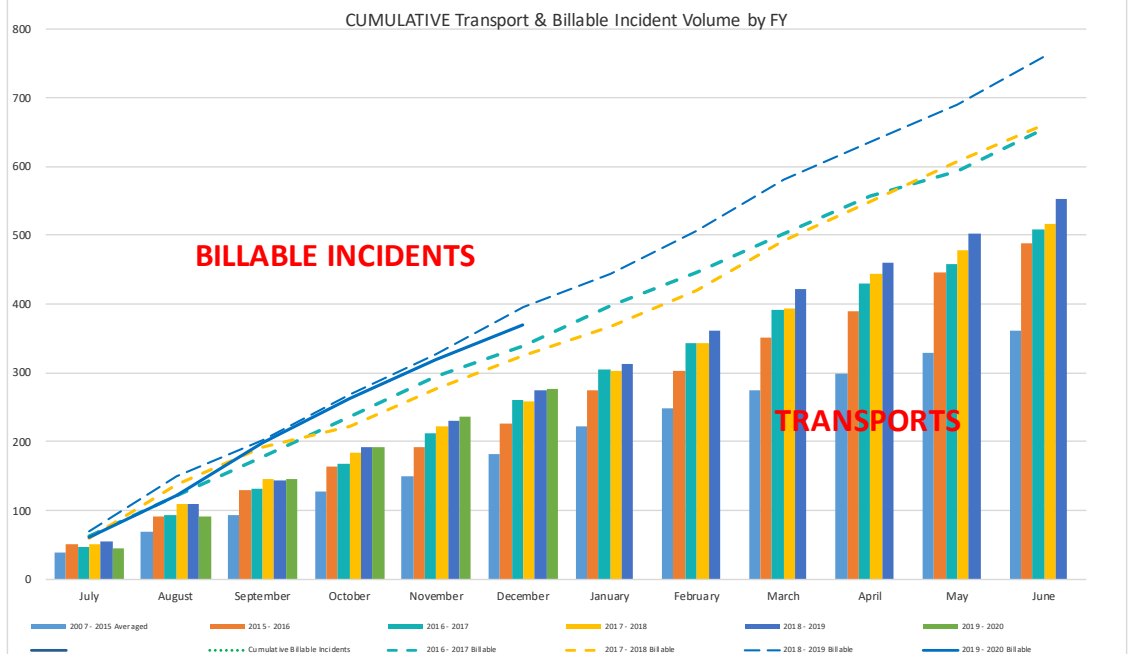
Monthly Billable Incidents	July	August	September	October	November	December	January	February	March	April	May	June
2016 - 2017 Billable	63	58	58	57	59	45	58	49	56	55	36	61
2017 - 2018 Billable	60	78	54	31	55	47	43	53	72	56	58	54
2018 - 2019 Billable	70	80	52	67	58	68	50	61	75	54	56	69
2019 - 2020 Billable	61	61	76	64	58	50						



CUMULATIVE AMBULANCE DATA

Cumulative Transports	July	August	September	October	November	December	January	February	March	April	May	June
2007 - 2015 Averaged	40	69	93	127	151	182	223	249	275	300	330	362
2015 - 2016	52	91	130	164	192	227	274	303	352	390	447	489
2016 - 2017	47	94	131	168	213	261	306	343	391	431	459	508
2017 - 2018	52	109	145	184	223	259	304	343	393	444	479	516
2018 - 2019	55	110	143	192	231	275	313	362	422	460	502	554
2019 - 2020	45	91	145	193	236	277						

Cumulative Billable Incidents	July	August	September	October	November	December	January	February	March	April	May	June
2016 - 2017 Billable	63	121	179	236	295	340	398	447	503	558	594	655
2017 - 2018 Billable	60	138	192	223	278	325	368	421	493	549	607	661
2018 - 2019 Billable	70	150	202	269	327	395	445	506	581	635	691	760
2019 - 2020 Billable	61	122	198	262	320	370						



M-120: 1st Out - PM + EMT = ALS
M-122: 2nd Out - PM + EMT = ALS
B-121: Back up - EMT + EMT = BLS

2nd-Out Paramedic Tracking

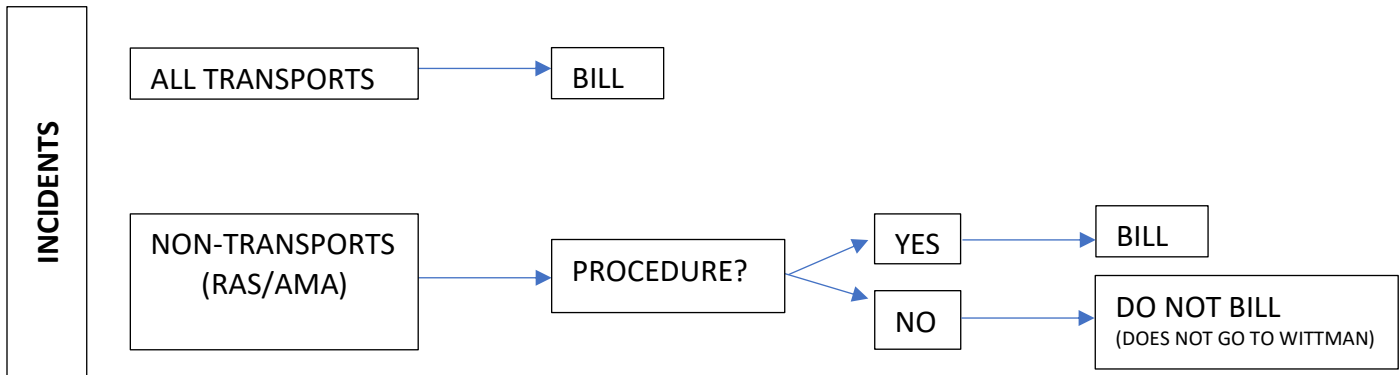
2019	# of Shifts M-122 Staffed	Shift	Total M122 Incidents	Dispatched	Cancelled	AMA / RAS	Transports	Billed as ALS	Billed as BLS	Total billable	Notes
MAY	29	9:00 A - 9:00 P	15	13	6	3	4	4	2	7	(2) shifts no M-122 but B-121 not dispatched
	19	9:00 P - 9:00 A		2	1	0	1	1	0		
JUN	25	9:00 A - 9:00 P	11	10	0	0	10	10	0	11	(5) shifts no M-122 due to vacations. Once Hans independent - not an issue.
	12	9:00 P - 9:00 A		1	0	0	1	1	0		
JUL	28	9:00 A - 9:00 P	18	16	3	3	9	8	2	11	(3) days 2nd Out staffed by BLS (1 AMA)
	1	9:00 P - 9:00 A		2	0	0	1	1	0		
AUG	25	9:00 A - 9:00 P	9	7	3	0	5	5	0	6	All ALS incidents
	16	9:00 P - 9:00 A		2	1	0	1	1	0		
SEP	25	9:00 A - 9:00 P	13	17	5	9	9	9	8	17	5 shifts BLS - 2 transports
	20	9:00 P - 9:00 A		0	0	0	0	0	0		
OCT	30	9:00 A - 9:00 P	12	11	1	3	7	8	2	11	1 BLS transport the 1 day M122 not staffed --> transport to RCMS
	25	9:00 P - 9:00 A		1	0	0	1	1	0		
NOV	30	9:00 A - 9:00 P	7	7	1	0	6	6	0	6	
	20	9:00 P - 9:00 A		0	0	0	0	0	0		
DEC	29	9:00 A - 9:00 P	10	9	0	3	6	6	0	10	3 BLS Hand-Offs --> ALS; 1 BLS to LZ
	22	9:00 P - 9:00 A		1	0	1	0	1	0		
2020											
JAN		9:00 A - 9:00 P									
		9:00 P - 9:00 A									
FEB		9:00 A - 9:00 P									
		9:00 P - 9:00 A									
MAR		9:00 A - 9:00 P									
		9:00 P - 9:00 A									
APR		9:00 A - 9:00 P									
		9:00 P - 9:00 A									

CLSD RUN DATA for the PRECEEDING 12 MONTHS

ALL SHADED COLUMNS ARE PREVIOUS YEAR DATA

MONTH MOST CURRENT ON TOP	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LANDING		DRY RUN		T&R		TO RCMS				FROM RCMS			
	AUTHORIZED ORDER DISPATCHED		PATIENT CARE RECORD		ADVANCED LIFE SUPPORT				BASIC LIFE SUPPORT				TRANSPORTS				CANCELLED ON ROUTE				ALS		BLS		ALS		BLS	
	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior
19-Dec	67	100	51	62	36	29	0	2	4	15	4	2	40	44	4	4	7	29	11	18	1	2	0	1	10	10	0	6
19-Nov	71	89	55	54	42	31	0	3	1	7	0	1	43	39	8	4	18	20	12	16	1	1	0	1	13	5	1	1
19-Oct	84	99	54	64	47	38	0	4	1	11	0	2	48	49	7	10	17	19	16	15	2	1	1	1	11	15	0	6
19-Sep	94	74	66	54	51	30	0	2	2	3	1	1	54	33	12	6	20	18	23	17	0	1	1	0	13	8	1	1
19-Aug	85	110	61	73	41	46	1	1	5	9	0	1	45	55	11	6	22	26	13	18	1	3	0	0	13	14	3	4
19-Jul	84	105	61	70	45	47	0	3	0	8	0	1	45	55	9	5	11	26	16	15	2	4	0	0	11	7	0	5
19-Jun	87	87	67	58	47	41	0	1	4	1	0	0	52	37	6	5	20	19	16	14	2	4	0	0	9	10	3	0
19-May	87	76	58	54	41	32	1	1	1	3	0	0	42	35	5	5	19	20	14	19	4	3	0	0	10	8	0	1
19-Apr	78	108	53	79	31	49	1	1	7	13	1	3	38	51	5	8	20	27	15	17	1	7	2	0	8	10	3	8
19-Mar	108	97	79	70	49	37	1	1	13	13	3	1	60	50	8	10	27	25	17	20	7	0	0	2	10	10	8	3
19-Feb	82	63	63	53	35	31	0	2	14	7	2	2	49	38	6	6	20	7	13	14	4	2	1	1	10	4	6	4
19-Jan	71	80	47	59	27	36	4	2	11	10	0	2	38	46	4	2	17	16	9	13	2	7	1	0	5	8	7	7
	998	1088	715	750	492	447	8	23	63	100	11	16	554	532	85	71	218	252	175	196	27	35	6	6	123	109	32	46
	A/O		PCR		ALS		ALS>BLS		BLS		BLS>ALS		TOTAL		LZ		DRY RUN		T&R		TO RCMS				FROM RCMS			

Proposed Refinements in the CLSD Billing Process
(January 2020)



Work with Wittman (policy & training):

- Edit Resident Discount language on invoice: Change “maybe eligible” to “are eligible” for Discount
- If mailing address is within the District, the customer does not require proof for Resident Discount
- Refine the Hardship process
- Refine the Payment Plan process
- Overall/ongoing training (Customer Feedback relays inconsistent customer support from Wittman)

Aging / Collections (Internal):

- Bookkeeper reviews aging claims monthly in A/R
- Compiles list of claims to consider Writing Off or sending to Collections
- Bookkeeper calls each patient nearing transfer to Collections
- Final batch prepared for FC Billing Sub-committee
- Billing Sub-committee reviews and finalizes action claim by claim