
From: Lanzner, Holly
To: Waters, Kristy
CC: Patterson, Janie
Sent: 2/23/2007 8:03:29 PM
Subject: Medicaid AR Performance report
Attachments: Southern States RBO Facilities.doc; Southern States RBO Facility.doc; SS Managed Medicaid.xls

Hi Kristy,

I have attached three files. One financial information, one is a summary of Managed Medicaid Issues, and one highlights action items for all AR. From your e-mail I take it that the Medicaid is the focus of this information. Although the Managed Medicaid is a huge focus of our aging reduction plan, reducing overall aging is our goal. I have outlined what we have identified for the Managed Medicaid at this point. Our biggest issue is with Well Care and the ER triage payments. Their policy was to pay every ER claim at \$50.00 and we had to appeal for the real payment. Regional Contracting has gotten involved and are amending our contract to avoid this problem. This has not been finalized and we have been told not to appeal the individual claims that they would re-process all claims at once. This has not happened yet. We continue to track and code these claims and needless to say they are the bulk of the aging.

I also want you to know that Rudy and I met last week to discuss the traditional Medicaid and the transition to the NMMC. We discussed the issues that they were having and worked on some solutions to getting the correct processes in place. We also had a very successful meeting with Clinica de la Mama. A large part of Georgia inventory comes from that program. We have gotten a new process worked out with them that will certainly assist them with getting a handle on the aging and collections.

I hope what I have given you is adequate. We will be able to provide any detail behind this to the CFOs. My objective this year, as every year, is quick cash and aging. We have several projects going on to enable us to take control. Please keep in mind that \$8M of the aged AR for your hospitals is in legal and another \$8M is in other National Collection branches. We coordinate on a regular basis on the resolution of accounts. I will also continue to work with Rudy to insure that the problems that they are having are resolved.

Thank you,

Holly