

WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS & CITIZENS ADVISORY COMMITTEE
JOINT MEETING
March 20, 2025
5:00 PM
Sanborn Center
815 S. Alabama Avenue, DeLand, FL
AGENDA

1. Call to Order
2. Pledge of Allegiance Followed by a Moment of Silence
3. Approval of Proposed Agenda
4. Consent Agenda:
 - A. Approval of Minutes - Regular Meeting February 20, 2025
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Citizens Advisory Committee – Chair Patrick Rogers
 - A. CAC Meeting Minutes of February 4, 2025
7. Annual Contractual Utilization Report to the WVHA Board of Commissioners – Waylan Niece of The Neighborhood Center
8. Reporting Agenda:
 - A. EBMS February Report – Written Submission
 - B. WVHA miCare Clinic DeLand/Deltona February Report – Practice Manager Gretchen Soto and Senior Account Executive Sue Wayte
 - C. The House Next Door (THND) February HealthCard Report
9. Discussion Items:
 - A. WVHA Funding Applications Received Spreadsheet 2025-2026
 - B. Consideration of miCare Clinic Consolidation
 - C. Letter of Appreciation for CAC Member Heidi Bello
 - D. Contractual Site Visit Review Write Up FYE 2024 – TNC Access to Care
 - E. Future Advertising Timeline for Funding Application (Commissioner Moore)
 - F. WVHA Website (Commissioner Ford)
10. Administrator Report
11. Finance Report
 - A. February Financials
 - B. Approval of Disbursements – Check Register & Estimated Expenditures
12. Legal Update
13. Upcoming – CAC Q & A Mandatory Applicant Meeting on 4/1/25 and WVHA Board Meeting on 4/17/25
14. Adjournment

If any person decides to appeal any decision made by the WVHA with respect to any matter considered at this meeting or hearing he/she will need a record of the proceedings, and for such purpose he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based (FS 286.0105). Individuals with disabilities needing assistance to participate in any of these proceedings should contact the WVHA Administrator at least three (3) working days in advance of the meeting date and time at (386) 626-4870.

**WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS
REGULAR MEETING**

Sanborn Center Ballroom A
815 S. Alabama Avenue, DeLand, FL
February 20, 2025

Those in Attendance:

Commissioner Voloria Manning
Commissioner Jennifer Coen
Commissioner Jennifer Moore
Commissioner Rakeem Ford
Commissioner Judy Craig

Others Present:

Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.
WVHA Administrator Stacy Tebo

Call to Order

Commissioner Coen called the meeting to order. The meeting took place at the Sanborn Center Ballroom A, located at 815 S. Alabama Ave., DeLand, Florida, having been legally noticed in the Daytona Beach News-Journal, a newspaper of general circulation in Volusia County, commencing at 5:03 p.m. The meeting was opened with The Pledge of Allegiance followed by a moment of silence.

Approval of Proposed Agenda

Motion 013 – 2025 Commissioner Craig moved to approve the proposed agenda. Commissioner Ford seconded. The motion passed 5-0.

**Consent Agenda – Approval of Minutes
Regular Meeting held January 16, 2025**

Motion 014 – 2025 Commissioner Moore moved to approve the Consent Agenda. Commissioner Manning seconded. The motion passed 5-0.

Citizen Comments - None

Reporting Agenda

EBMS January Reports – Written Submission

**WVHA miCare Clinic DeLand/Deltona January Reports – Practice Manager
Gretchen Soto**

Commissioner Manning asked how many hours a doctor is in the clinics. Ms. Soto listed the various providers seeing patients in the clinics and said the doctor is onsite two days per week. Commissioner Manning asked Ms. Soto if she could provide the information in written form.

Commissioner Manning asked how much time is spent with each patient and how many are seen per day. Ms. Soto explained that the type of visit determines the time involved. She added that she could pull a report and come back with the information.

Commissioner Craig asked about the projected annual cost savings for medication. Ms. Soto explained the Patient Assistance Program which allows patients to receive brand name drugs at no cost to them nor the WVHA.

Commissioner Ford asked if there is a way to break down which clinic a patient chooses first and how often they might go to the other location. Ms. Soto pointed out the page in the report that

identifies where new patients establish care and said she would inquire with the admin team if it was possible to answer the rest of Commissioner Ford's question.

Commissioner Manning asked about the upcoming departure of Darik Croft. Ms. Soto stated that Director of Operations Laura Rookhuizen has been with miCare for seventeen years and will take over for Darik; that Sue Wayte previously had taken over part of Darik's responsibilities; and that Laura has been collaborating with them on the Patient Assistance Program and is familiar with clinic operations.

Commissioner Moore inquired how many members come from the outskirts of the district. Chair Coen pointed out that page six of the EBMS report breaks down membership by zip code. Commissioner Moore asked if transportation was an impediment to those folks who live farther out. Ms. Soto said it is, and VoRide is not accessible in the outer areas. She added that taxicabs are usually too expensive for patients.

Commissioner Moore asked what the projected maximum capacity would be for each location, and how many people WVHA could serve. Ms. Soto responded that it was a tough question, and they could always increase clinic capacity.

Commissioner Manning asked if the DeLand clinic would be able to manage all the WVHA patients if the Deltona location were closed. Ms. Soto enumerated things that could be done with the space to allow for more patients at the DeLand location.

Commissioner Craig asked if many patients utilize VoRide. Ms. Soto said she received mixed reviews and concerns from patients using or attempting to use their service. Commissioner Craig said she sits on the Votran board, and she would take the concerns to the Board if Ms. Soto could email them to her.

The House Next Door (THND) January HealthCard Reports

Commissioner Ford asked if they had any calls or engagement yet on the 26 and Covered program. Mr. Booker responded that both health card teams have received images of the postcards and are aware of the program, and they are having a staff meeting Friday to ensure all employees are tracking referrals from the initiative.

Hospital Services 3rd Quarter of 2024 (July – Sept) *Tabled on 11/21/24* Halifax Health | UF Health – Medical Center of Deltona EMPros

EMPros representative Dr. Duva pointed out that they included turnover rates as requested in the 3rd and 4th quarter reports. He added it was one voluntary termination for each quarter. Commissioner Craig said she visits the DeLand hospital often and always seems to see different people. Dr. Duva explained one reason there are different people is because they have many female physicians in their 20s and 30s that have been out due to pregnancies which requires staff rotation. He said the second reason is they have new physicians coming each July and August due to continual growth, and they are required to serve at least three months in a row in each of their locations.

Dr. Duva stated that EMPros is working hard on improving patient experience, and they hired someone specifically to work on that with the staff.

Halifax Health Administrator Ben Eaby apologized for his absence at the last meeting due to an unavoidable last-minute conflict. He noted they just celebrated their five-year anniversary. He

said they are getting busier, which is probably the reason for the increase in patients leaving without being seen. He informed the Board that the hospital currently has a twelve-bed emergency department and forty-three inpatient beds; that they are experiencing growth faster than they expected; that they just received approval from their Board to fill out the rest of the infrastructure in the hospital; that by this time next year, they will have a thirty-bed ER and have ninety inpatient beds; that the expanded emergency department will be completed by the end of 2025; and that the inpatient expansion should be completed by spring of 2026.

The 3rd quarter reports were received into the written record.

Hospital Services 4th Quarter of 2024 (Oct – Dec)

**Halifax Health | UF Health – Medical Center of Deltona
Advent Health DeLand & Advent Health Fish Memorial
EMPros**

Advent Health representative Jonathan Armstrong noted that they included the numbers for infections that were requested previously by the Board.

Commissioner Ford asked about mitigating surgical site infection for colon procedures. Mr. Armstrong responded that they were looking at their test utilization and determined that they were heavy on testing. He added that their Leapfrog ratings do not suggest they are out of the norm in terms of infection.

Commissioner Manning asked about the death rate in the hospitals. Mr. Armstrong answered there is a metric used by CMS that is an observed versus expected rate for different diseases. He said they are seeing one-third of expected death rates based on that benchmark.

The reports were received into the written record.

Discussion Items

Deltona miCare Clinic Lease

Citizen Comments

Tanner Andrews spoke about exam rooms and space availability.

Ms. Soto outlined the presentation for the Board.

Commissioner Manning asked what percentage of the patients utilized the Patient Assistance Program. Ms. Soto said she would bring back the percentage and actual number of patients.

Chair Coen asked for clarification of utilization hours and office visits.

Commissioner Craig suggested more doctor availability if the clinics were consolidated, and she felt they were underutilizing DeLand. She added that patients like to see a doctor rather than a midlevel provider.

Commissioner Moore asked the Board what the target number of patients is. Attorney Small answered that the number has fluctuated over the eighteen years he has been with the WVHA. He said when miCare DeLand first opened in October of 2020, Dr. Murray reported enrollment went from 1700 to roughly 2200 before Deltona opened during COVID.

Commissioner Moore clarified that her real question is what the need is and what does WVHA want to accomplish. She questioned that if they were able to help everyone that needs help, how many

people would that be.

There was discussion regarding the poverty level, those that qualify for Medicaid or ACA, and WVHA helping those that fall through the cracks.

Chair Coen added that the budget is based off a certain number of cardholders in the year.

Commissioner Craig said the Board would require knowledge of what the cost savings would be to move everything to DeLand before deciding if there should be consolidation.

Attorney Small noted the various Board questions regarding staffing at each location and said it would be helpful for miCare to update Attachment B-1 of the contract.

Chair Coen acknowledged that WVHA is not a for-profit organization; that she appreciates location and convenience for the card holders; and that there is a break even point if they are losing too much money, it is worth considering consolidation. She said it would be helpful to break down the operating cost of each clinic and then divide it by the number of patient visits per year.

Commissioner Ford agreed that the Board exists to help people, and they should be ready with Plan B. He added that he works for a non-profit; that they have experienced a funding freeze; and that if the ACA is dissolved, it would affect the WVHA.

Attorney Small asked Ms. Soto to inquire with EBMS how they arrived at the increased cost of the new lease being an additional \$500 per month. He also asked for clarification regarding the presentation slide noting 35% of the members utilize the Deltona Clinic, and another slide notes that 66% of health card members have identified the Deltona Clinic as their primary care clinic.

The Neighborhood Center of West Volusia (Access to Care Program) Draft Site Visit Report and Funding Agreements First Amendment
Draft Site Visit Report
FY 2023-2024
FY 2024-2025

Ms. Tebo summarized Webb Shephard's memo to the Board. He wrote that the amendments were developed in response to initial negative findings regarding compliance with the residency screening requirements in the agreement during the recent site visit; that previous site visits did not identify residency issues; that TNC confirmed no changes have been made to their verification procedures, and their understanding has always been that they are required to examine and collect a copy of either a Homeless Verification Form or a government-issued picture ID showing an address within the WVHA district to confirm both residency and identification; that the absence of prior findings raised concerns about the basis for the initial negative findings; that TNC's Access to Care Program is structured as a referral-based service to connect participants with external resources; and that the recommended changes take this into account and seek to clarify compliance measures within this framework.

Attorney Small stated that he thoroughly discussed the negative findings and proposed solutions with James Moore & Co and The Neighborhood Center; that TNC has agreed to this resolution; that their agreements are consistent with two other waivers the Board has granted in the past to only require a copy of a government issued picture ID showing an address within the WVHA tax district to both confirm identification and residency; that it only involves a combined total reimbursement up to \$50 per program participant within a twelve-month period; that last year's agreement would be retroactively modified in order to provide them with a waiver of the usual residency screening requirements; and that going forward, they would have to include within their

invoicing how many of these services have been provided within the past twelve months starting with the Board's approval of the current agreement.

Motion 015 – 2025 Commissioner Manning moved to approve the first amendments for TNC Access to Care funding agreements for fiscal year 2024 and 2025. Commissioner Ford seconded. The motion passed 5-0.

Roll call:

Commissioner Ford	Yes
Commissioner Craig	Yes
Commissioner Manning	Yes
Commissioner Moore	Yes
Commissioner Coen	Yes

Waylan Niece, COO of TNC, thanked Attorney Small and the Board for their consideration and said it is critical to push the population they serve to seek the care that they need.

Votran Advertising Options

Ms. Tebo said she provided the available options for the Board's information as promised at the last meeting.

Chair Coen pointed out that the Board's required notice of meeting ad in the newspaper is charged to the advertising line item, so they would be working with approximately \$5,000 in the remaining budget for marketing in the current fiscal year.

Commissioner Ford suggested they should wait and see how the new 26 and Covered targeted marketing campaign does first before initiating further marketing.

Commissioner Moore and Commissioner Manning agreed.

Commissioner Craig suggested they could start with the interior cards since they are the least expensive option.

Citizen Comments

Tanner Andrews voiced concern regarding empty buses and bus routes.

Ms. Tebo said she did not yet seek information on the bus routes, and the presentation was preliminary. She added that further investigation would need to be completed before coming back to the Board.

Commissioner Moore clarified that her prior comment in January was related to advertising the funding application to other agencies seeking funding in the future.

Quarter One Uneven Spend-Down of Funding

FDOH Dental Program

RAAO HIV/AIDS Outreach Program

THND Therapy Program

Ms. Tebo said the letters were submitted to the Board as required in their agreements with respect to the uneven spend-down provision.

Commissioner Craig asked if any agencies were over their budget. Ms. Tebo said they were not.

Attorney Small said that the purpose of the provision in the agreement was for the agencies to make appropriate adjustments so that they would not go over budget, and it was not intended to open the door for additional funding requests.

Chair Coen questioned the verbiage in the letter from RAAO and asked if they were referring to needing additional funds in next year's allocation or the current fiscal year.

RAAO Director of Administrative Services Shannon Sargeant clarified that it was not a funding request, and it is an acknowledgment of rising need.

Attorney Small said that he spoke with RAAO Founder Brenda Flowers earlier in the day, and she confirmed that she was not requesting additional funds.

Commissioner Craig asked if RAAO was anticipating funding from other sources. Mr. Sargeant answered that they were.

RAAO Community Services Director Vanessa Richardson informed the Board of their new Red Ribbon Campaign.

Commissioner Ford asked how much of RAAO's funding comes from the federal government.

The letters were received into the written record.

Scheduled Meetings 2025 – Tentative Budget Hearing September 3, 2025 at the Center at Deltona and Final Budget Hearing & Regular Meeting September 18, 2025 at the Sanborn Center

Ms. Tebo said that the September budget hearing dates are now specified for September 3rd and the 18th. She noted that the September 3rd meeting is a Wednesday, and it will be held at The Center at Deltona.

Chair Coen said the payment for the Deltona rental is included in the payables.

Motion 016 – 2025 Commissioner Craig moved to approve the updated meeting schedule. Commissioner Manning seconded. The motion passed 5-0.

CAC Appointments – CAC Member Heidi Bello Resignation 2/14/25

Commissioner Manning – Creg Kennedy

Commissioner Craig – Randa Myers

Commissioner Moore – Dr. Najwa Worthen

Commissioner Manning invited Creg Kennedy to the podium to introduce himself.

Commissioner Craig said Randa Myers was excited about being a member of the CAC and provided a summary of her experience.

Commissioner Moore enumerated Dr. Najwa's education and experience.

Motion 017 – 2025 Commissioner Manning moved to approve the appointments of Creg Kennedy, Randa Myers, and Dr. Najwa Worthen to the CAC. Commissioner Craig seconded. The motion passed 5-0.

Administrator Report

Ms. Tebo stated that the 26 and Covered program was completed with a total cost of \$677.17, and

the postcards were mailed on February 6th. She said she contacted Lake Helen Commissioner Lynn Donato, and WVHA would be making a presentation to the city on March 13th. She said she contacted Marissa Wilcox of the Alzheimer's Association regarding a future presentation at one of the Board meetings, and she is waiting to hear back on their preferred dates. She said the Volusia Schools Fact Fair at Deltona Middle School was well attended, and she was able to talk to multiple people about WVHA and distribute brochures. She noted that the Community Connector ad with One Voice for Volusia produced more interest in the WVHA funding application, and she was expecting to receive three new agencies to apply.

Chair Coen asked if any Board members wanted to attend the Lake Helen meeting with Ms. Tebo. Commissioner Craig and Commissioner Ford volunteered to go.

Finance Report

January Financials

Approval of Disbursements – Check Register & Estimated Expenditures

Ms. Tebo outlined the financial statements for the Board and pointed out that the ER line item is nearing its cap early in the fiscal year. She stated that there would not be any transfers this month.

Commissioner Ford asked if she had reached out to the EBMS leadership team to inform them the line item was nearing its limit. Ms. Tebo affirmed that there have been ongoing efforts at the miCare clinics to educate patients on ER diversion and encourage them to use the clinics or urgent care on the weekends. She added that Rose Alberts at Veracity/EBMS sends her the weekly claims register, and they have been closely monitoring it for over a month.

Commissioner Craig questioned the pharmacy line item. Ms. Tebo said that the patients do not pay for their prescriptions, and miRx bills WVHA monthly for the cost of the medications and a dispensing fee.

Motion 018-2025 Commissioner Manning moved to approve, authorize, and warrant the payment of the bills outlined in the check register presented by James Moore & Co and estimated expenditures for the next month totaling \$2,312,374. Commissioner Moore seconded the motion. The motion passed 5-0.

Legal Update

Attorney Small had nothing further to report.

Upcoming – Joint Meeting with the CAC on March 20, 2025

Chair Coen reminded everyone that the funding applications are due by noon on March 6th, and the next meeting will be held jointly with the CAC.

Adjournment

There being no further business to come before the Board, the meeting was adjourned at 8:00 p.m.

Adjournment - Jennifer Coen, Chair

**CITIZENS ADVISORY COMMITTEE MEETING
WEST VOLUSIA HOSPITAL AUTHORITY
SANBORN CENTER
815 S. ALABAMA AVENUE DELAND, FL
FEBRUARY 4, 2025 - 5:30 PM
MINUTES**

CAC Members/Attendance:

Patrick Rogers
Jabari Brown
Angela Price
Chelsey Brown
Felicia Benzo

Absent:

Heidi Bello
Maria Valdivia
Thelma Belton

Others Present:

WVHA Commissioner Judy Craig
WVHA Commissioner Rakeem Ford
Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.
WVHA Administrator Stacy Tebo

Call to Order / Pledge of Allegiance

Ms. Tebo called the CAC Meeting to order at 5:42 p.m. as five of the eight appointed CAC members were present.

Approval of Agenda

Member Jabari Brown moved to approve the agenda. Member Rogers seconded the motion. The motion passed by a 5-0-3 vote.

Election of Officers

Chair

Ms. Tebo opened the floor for nominations.

Member Rogers volunteered as the senior member on the committee. Ms. Tebo asked if there were any other nominations, and there were none. By acclamation, Member Rogers was declared Chair.

Vice-Chair

Chair Rogers opened the floor for nominations.

Member Jabari Brown volunteered to serve. Chair Rogers asked if there were any other nominations, and there were none. By acclamation, Member Jabari Brown was declared Vice-Chair.

Citizens Comments - None

Attorney Small noted as a matter of order, that even if no citizen comment slips have been submitted, the Chair should ask aloud whether anyone present would like to make a comment.

Chair Rogers asked if there were any citizen comments, and no one spoke up.

Attorney Theodore W. Small, Legal Counsel

Attorney Small said he wanted to share some advice from a former CAC member who is now a Board member. He said she advised the CAC to establish a rapport with someone on the WVHA Board; he added that the CAC is welcome to speak to any of the five Board members, himself, and Ms. Tebo to ask questions. He said the second thing she mentioned was that if the CAC feels comfortable and inclined to go visit the applicants' locations to view their services, they are free to do so. The last piece of advice he shared involves the large amount of materials included with the applications and having a strategy to pare down the information to absorb what is needed to make decisions about funding recommendations to the Board. He said his own practice is to take notes and highlight points of interest as he moves through the applications so that items are not forgotten. He stressed that members should know what they will tell the rest of the committee about their decision on the applications at the end of the process. He explained that at the end, each member will decide if each application will get full funding, partial funding, or no funding. He added that the CAC members' decisions will be forwarded to the Board as recommendations, and the Board is responsible for final funding determination when they adopt their annual budget in September.

CAC Bylaws

Attorney Small emphasized the expectation for members to attend meetings; that if a member has a reason for absence, that should be communicated to Ms. Tebo, and she will communicate it to Chair Rogers; that the Chair decides whether it is an excused or unexcused absence; that after three absences, the member's position would be declared vacant; that attendance is important for a quorum of members to be present to conduct official business; that if there is not a quorum, the group can still meet, but they cannot vote on any business; and that it is important to let Ms. Tebo know in advance if a member cannot attend a meeting.

Conflicts of Interest

Attorney Small explained conflicts of interest and pointed out the applicable section in the bylaws. He stated that members shall not derive pecuniary profit or direct benefit from any action of the committee, either as individuals or in a corporate capacity or entity of which the member is a participant; that members shall not be employed by or on the board of any agencies funded by WVHA; that it essentially means a member cannot profit from its votes; and that if a specific question arises, members can call him.

WVHA Enabling Legislation

Attorney Small stated the purpose of WVHA as an independent special taxing district is to provide access to health care for indigent residents of the district; that if the CAC receives an application that does not further the cause of access to health care for indigent residents, members should be aware that it would not be funded, and they should recommend that it not move forward in the process; that indigency is defined by the WVHA eligibility guidelines and is another way of describing people who are experiencing poverty; that the guidelines can be read on the WVHA website; that residents must prove they have lived in the district for a specified amount of time; that applications should demonstrate they have an administrative process to qualify people under the guidelines; that WVHA does have some limited screening opportunities for organizations that

are only going to provide a limited dollar amount of services; that an example of the limited screening is Hispanic Health's diabetes screening; that the other examples are The Neighborhood Center and the RAAO HIV program; and that proposed healthcare is to be provided or overseen by licensed healthcare professionals or entities,

Florida Sunshine Law

Attorney Small explained Florida's Sunshine Law and stressed that CAC members cannot have discussion outside of the public meetings with other CAC members if the discussion pertains to something that might foreseeably come before the CAC for a vote. He added that CAC members are free to speak with the WVHA Board of Commissioners. He referred to his legal update memorandum included in the packet. He stressed that meetings are open to the public and are advertised in the newspaper so that business is conducted in the open for all to see; that the Sunshine Law prohibits two or more members of the same board or commission from talking about or discussing any matter on which foreseeable action will be taken; that it also prohibits chatting with fellow committee members during a meeting when everyone cannot hear the discussion; that social media should not be used to discuss issues either; that his recommendation is it is best not to post views about CAC business on social media; that members can talk about whatever they like during a meeting; and that members may contact Ms. Tebo to add a discussion item to a CAC agenda.

Commissioner Judy Craig – Parliamentary Procedure

Commissioner Craig welcomed everyone and explained the importance of following parliamentary procedure to maintain order during meetings. She noted they generally follow Roberts Rules of Order as a guide. She provided a cheat sheet to the members outlining the basics of a meeting and how to move through an agenda. She explained that basic motions can be made by any member at any time during the meeting using the words "I move that"; that another member would need to second the motion before moving forward to discussion; that the motion dies if it is not seconded; that motions can also be amended before the vote happens; that motions to table can be used when discussion has not led to resolution; and that members should wait for the Chair to recognize them before speaking.

Attorney Small informed the members he needed to leave the meeting; that members can contribute outside of the application process to enhance healthcare in the community; and that if the CAC would like to work on other innovative ideas, they should forward the CAC's recommendation to the Board.

Scheduled Meetings – 2025

Time, Date & Location of CAC Meetings Steps in Funding Review Process

Ms. Tebo pointed out that two of the CAC's individual meetings would be held at The Center at Deltona; that CAC meetings begin at 5:30 p.m.; that there are two joint meetings at 5:00 p.m. with the Board on March 20th and June 17th; and that the joint meetings would be held in the Sanborn Center.

Ms. Tebo said the funding application is on the home page of the WVHA website in Word format; that application submittals are due to her by noon on March 6th; that she would contact the CAC members a week later when application copies are ready for pickup at the miCare DeLand clinic at 844 W. Plymouth Avenue; that if they are not picked up, she would bring the applications to the joint meeting; that she would also scan and email the applications to the members; that the Q and A

meeting on April 1st is important, and attendance is mandatory for applicants; that the preliminary ranking meeting involves the members sharing their thoughts regarding funding each application; that during final ranking, each member decides if an application should be funded, not funded, or funded at a different amount; that the CAC forwards their recommendations to the Board in June; and that the Board will make final funding decisions in September when they adopt their annual budget.

Funding Application
Outputs and Outcomes
Rubric

Ms. Tebo explained the outputs versus outcomes graphic provided by former CAC Chair Lyda Kiser to help members and applicants. She said the rubric was developed by the CAC two years prior to assist members in their assessment of the applications. She added that members are not required to use the rubric, but it can be used as a guide.

Adjournment

There being no further business before the Committee, Member Jabari Brown moved to adjourn, and Member Benzo seconded the motion. By unanimous vote, the meeting was adjourned at 7:19 p.m.

Patrick Rogers, CAC Chair

WEST VOLUSIA HOSPITAL AUTHORITY 2023 -2024 UTILIZATION REPORT ACCESS TO CARE PROGRAM

March 2025



[www .neighborhoodcenterwv .org](http://www.neighborhoodcenterwv.org)



P R E S E N T A T I O N O U T L I N E

1

Access to Care Program

2

Agency Services

3

Partnerships

4

Data

5

Success Story

FOUNDED:
1969

MOTTO:

"A place with a
heart"

MISSION:

What We Do



Feed the
Hungry



House the
Homeless



Prevent
Homelessness

ACCESS TO CARE PROGRAM

The Access to Care program swiftly connects impoverished West Volusia residents with local medical providers. These providers proactively address the clients' medical needs, helping to prevent emergency room visits for their illnesses or medical needs.

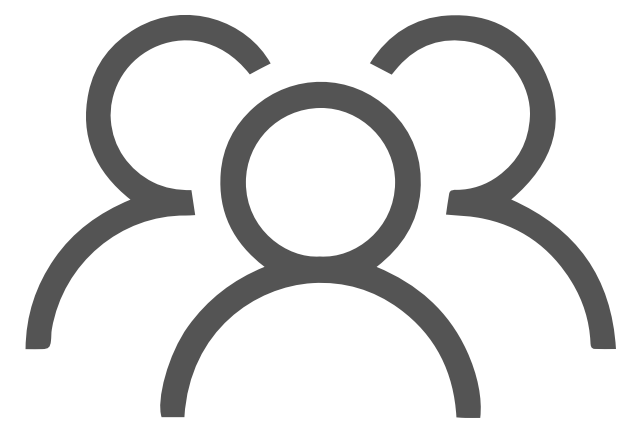


Partnerships

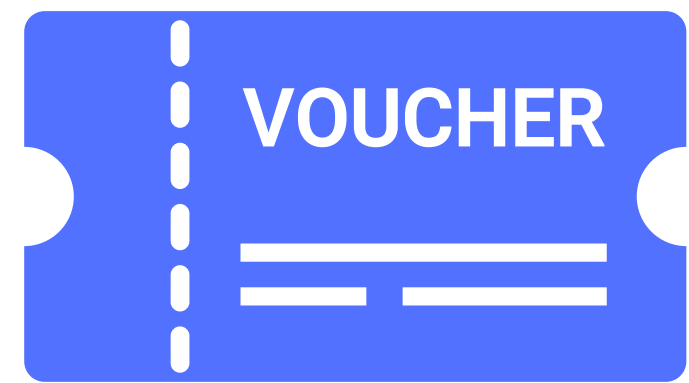


EDUCATE • ADVOCATE • CONNECT

OCT 2023 - SEPT 2024



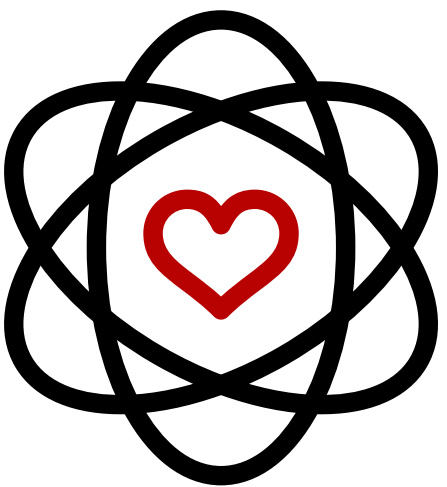
**2,436 Unique
Clients Served**



**5,803 Vouchers
Written**

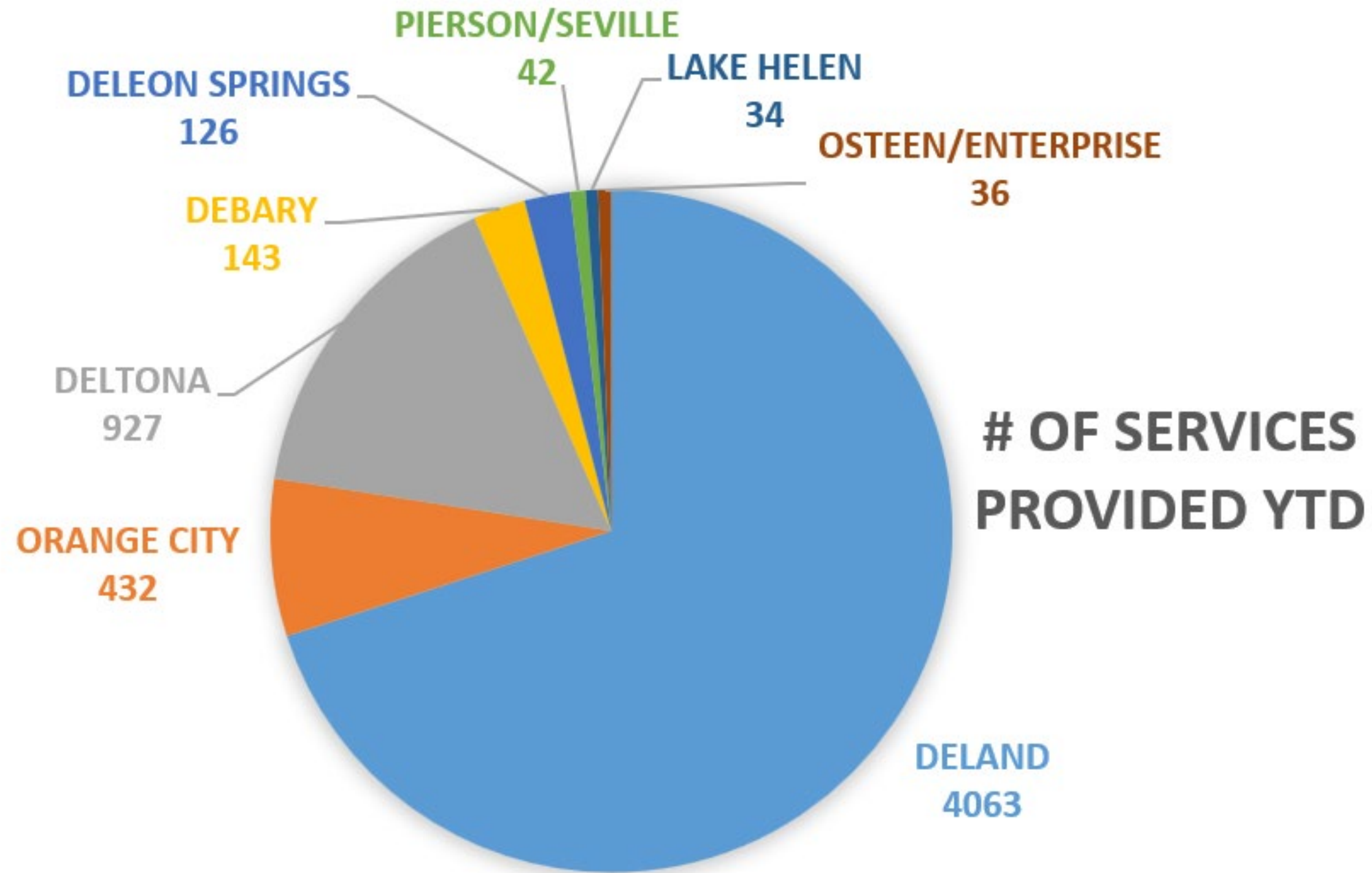


**5,803 Number of
Services Provided**



**Total Value of
Services \$145,075**

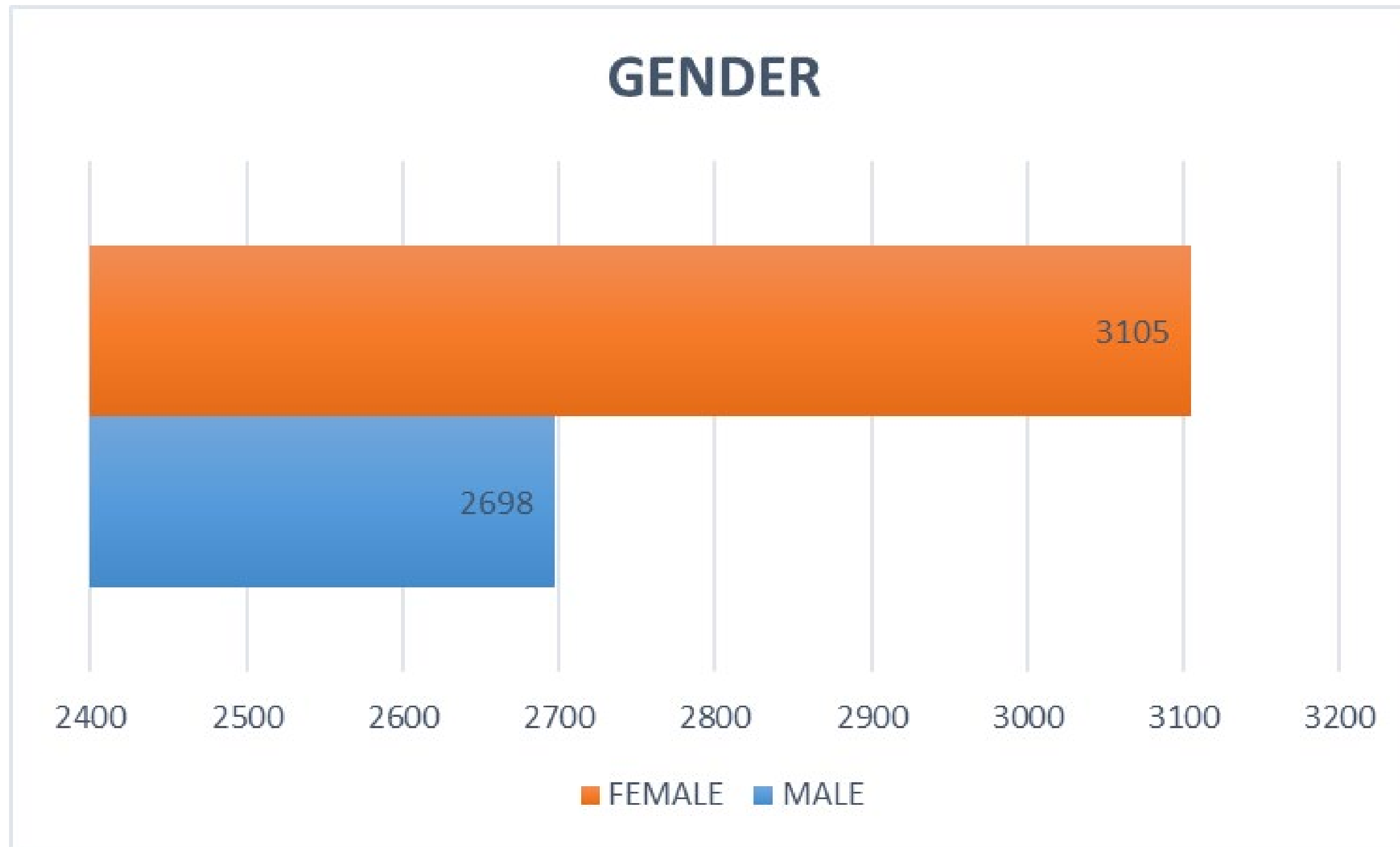
23-24 Grant Cycle



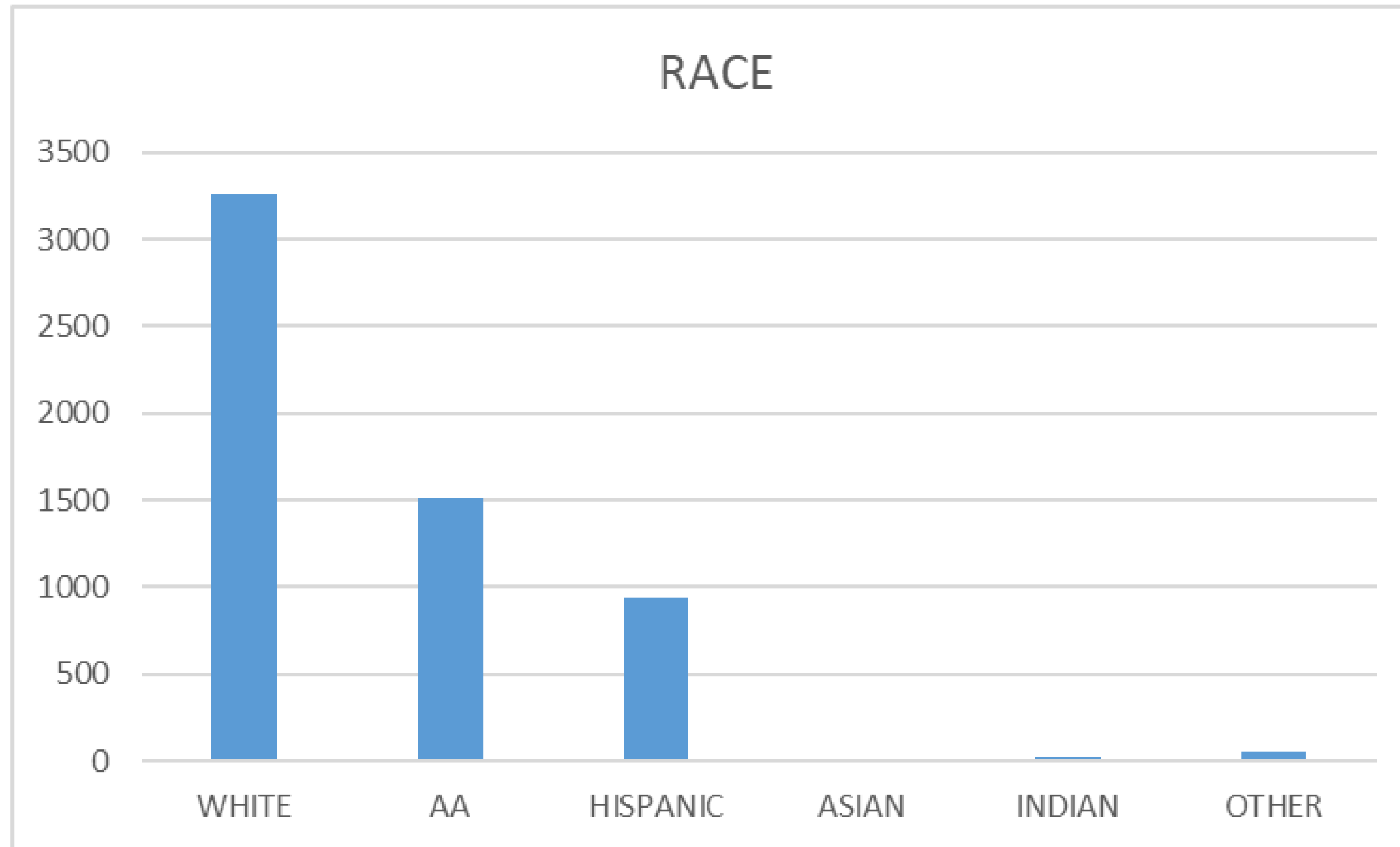
City Services:
Osteen/Enterprise - 36
Lake Helen - 34
Pierson/Seville - 42
DeLeon Springs - 126
DeBary - 143
Deltona - 927
Orange City 432
DeLand 4,063

All Cities: 5,803

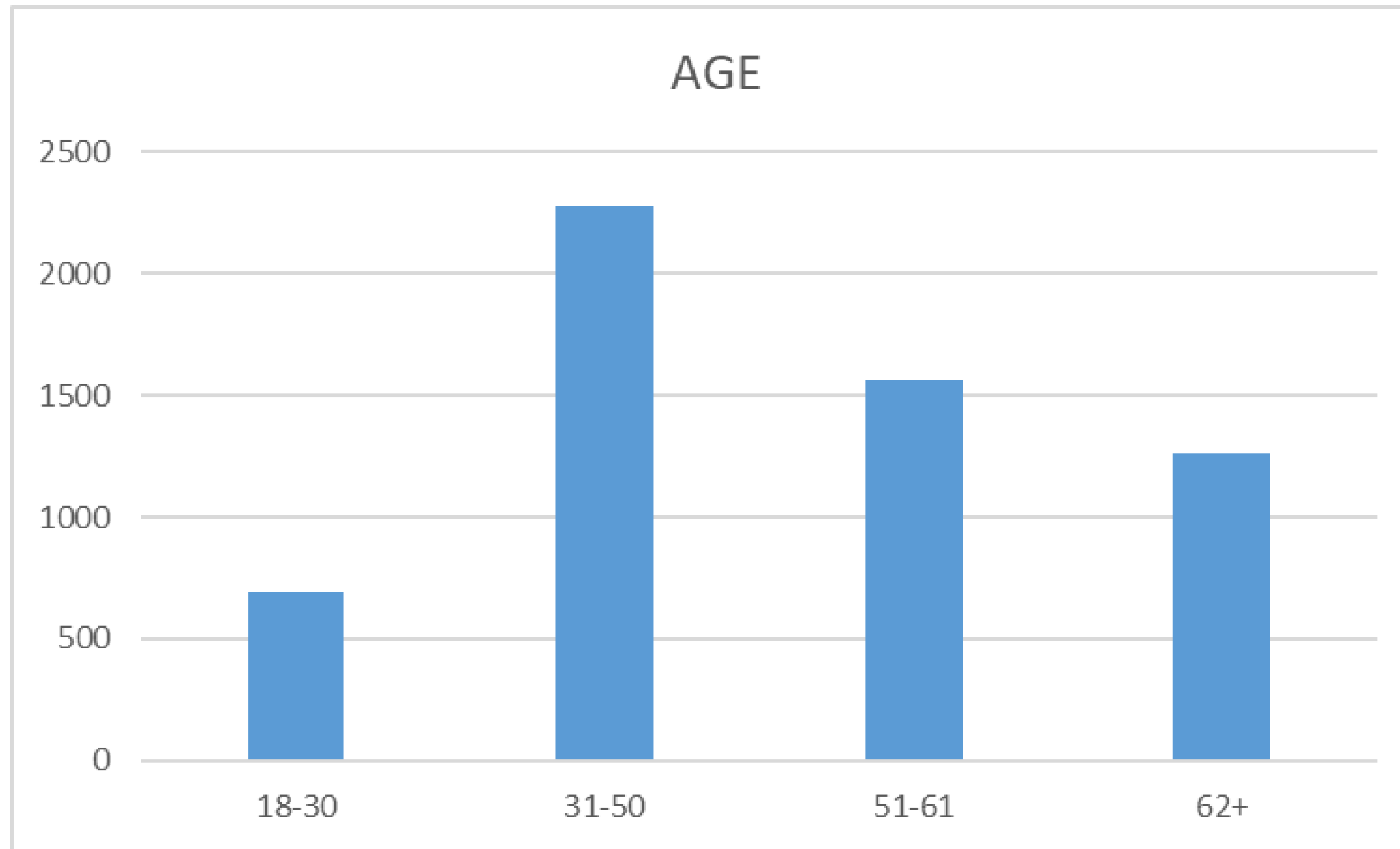
CLIENT DEMOGRAPHICS



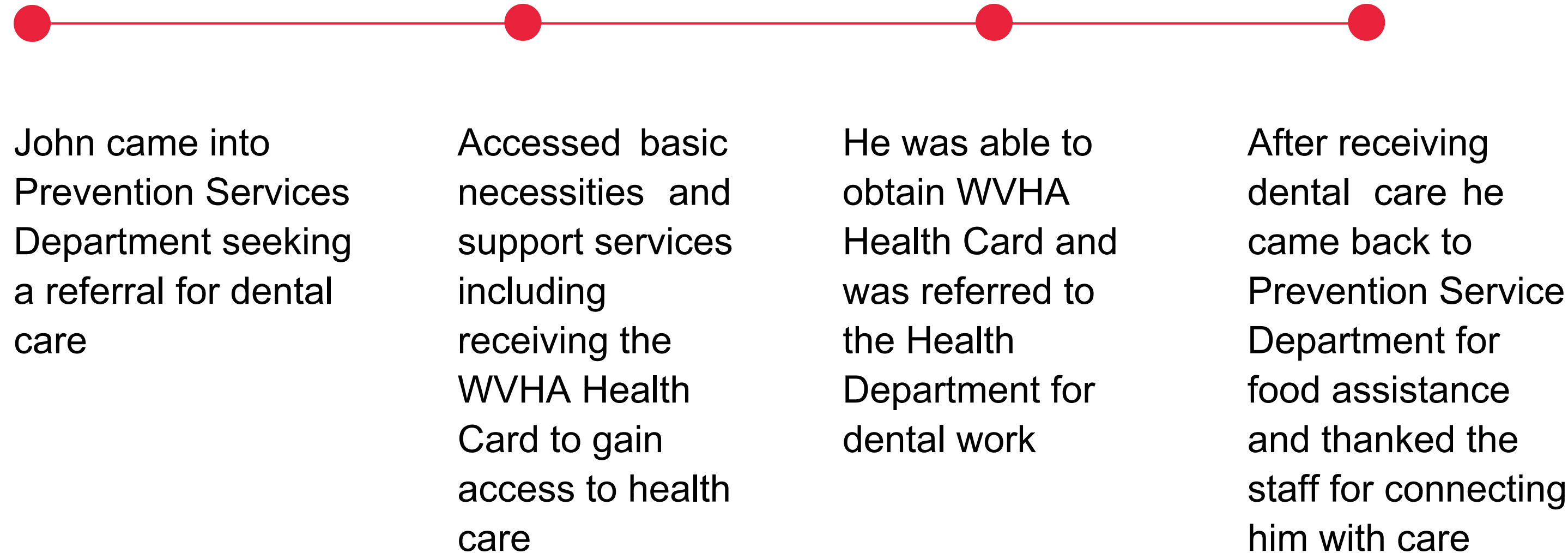
CLIENT DEMOGRAPHICS



CLIENT DEMOGRAPHICS



Client Success: Meet John





EBMS

March 20, 2025

Submission Report for
WVHA Board Members

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Claims paid by Month15



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

2/1/2025 to 2/28/2025

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	9262		Charges	\$8,499,863	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$7,263,013	Addl Info Not Provided	-\$209,012	-2.46%
Medical	\$1,213,843	\$802	Allowed	\$1,236,851	Duplicate Charges	\$74,054	0.87%
Professional	\$440,338	\$291	less Member	\$17,590	Plan Limitations	\$734,749	8.64%
Facility	\$773,506	\$511	less Adjustments	\$5,418	Cost Savings	\$6,662,724	78.39%
PBM	\$0	\$0	Paid Benefit	\$1,213,843	UCR Reductions	\$412	0.00%
Vision	\$0	\$0	plus Admin Costs	\$329,172	Other	\$85	0.00%
Total Plan Paid:	\$1,213,843	\$802	Total Plan Paid:	\$1,543,016	Total:	\$7,263,013	85.45%

Census										
Census Date: 2/28/2025	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
0 to 19	45	32	77	0	0	0	0	77	0	0
20 to 25	30	47	77	0	0	0	0	77	0	0
26 to 29	37	34	71	0	0	0	0	71	0	0
30 to 39	117	130	247	0	0	0	0	247	0	0
40 to 49	168	190	358	0	0	0	0	358	0	0
50 to 59	174	224	398	0	0	0	0	398	0	0
60 to 64	96	106	202	0	0	0	0	202	0	0
65 and Older	32	52	84	0	0	0	0	84	0	0
Totals	699	815	1514	0	0	0	0	1514	0	0
Average Age	45.12	46.59	45.91	0.00	0.00	0.00	0.00	45.91	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 2/28/2025	Employee	Spouse	Dependent
Adventhealth Deland	117	\$239,850	0 to 19	\$2,480	\$0	\$0
Adventhealth Fish	84	\$157,345	20 to 25	\$15,534	\$0	\$0
Halifax Hospital Medical	22	\$154,592	26 to 29	\$65,906	\$0	\$0
Florida Cancer Specialists	98	\$145,514	30 to 39	\$138,232	\$0	\$0
Medical Center Of Deltona	20	\$109,321	40 to 49	\$208,100	\$0	\$0
Deland Dialysis	59	\$58,022	50 to 59	\$397,208	\$0	\$0
PHPTS Of Ormond Beach	7	\$36,313	60 to 64	\$248,585	\$0	\$0
Quest Diagnostics Tampa	374	\$23,784	65 and Older	\$137,799	\$0	\$0
06 Radiology Associates	146	\$18,147	Totals	\$1,213,843	\$0	\$0
Quest Diagnostics Nichols	82	\$16,438				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 24	\$587,445	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 24	\$863,716	Medical	\$25,909	43	\$1,114,087
December 24	\$653,847	Dental	\$0	13	\$0
January 25	\$697,904	Vision	\$0	56	\$0
February 25	\$1,213,843	RX	\$0	32	\$0
Total:	\$4,016,755	Total:			\$1,114,087



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

2/1/2025 to 2/28/2025

Benefit Plan: All

Location:

All

TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
AMBULANCE	7	\$2,793	\$2,793	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	74	\$132,753	\$117,323	\$15,430	\$0	\$0	\$15,430	1.27%
CHIROPRACTIC	69	\$5,337	\$3,112	\$2,225	\$340	\$0	\$1,885	0.16%
DIALYSIS	105	\$2,094,128	\$2,020,809	\$73,319	\$0	\$0	\$73,319	6.04%
DME/APPLIANCE	5	\$1,215	\$1,215	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	579	\$2,715,991	\$2,281,463	\$434,528	\$8,012	\$0	\$426,516	35.14%
INELIGIBLE	313	\$152,621	\$152,585	\$36	\$0	\$0	\$36	0.00%
INPATIENT PHYS	282	\$76,507	\$55,463	\$21,044	\$0	\$0	\$21,044	1.73%
IP HOSP CHARGES	18	\$548,364	\$485,421	\$62,943	\$250	\$0	\$62,693	5.16%
MATERNITY	5	\$3,000	\$3,000	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	26	\$4,883	\$3,964	\$919	\$149	\$0	\$770	0.06%
OFFICE VISIT	1158	\$133,054	\$85,248	\$47,806	\$3,750	\$0	\$44,056	3.63%
OP PHYSICIAN	218	\$152,425	\$125,730	\$26,695	\$156	\$0	\$26,539	2.19%
OTHER	338	\$2	\$2	\$0	\$0	\$5,418	-\$5,418	-0.45%
OUTPAT HOSP	36	\$149,962	\$118,391	\$31,571	\$868	\$0	\$30,703	2.53%
PSYCHIATRIC	174	\$84,222	\$37,833	\$46,388	\$630	\$0	\$45,758	3.77%
RADIATION /CHEMO	140	\$561,361	\$404,061	\$157,299	\$28	\$0	\$157,272	12.96%
SUBS ABUSE	3	\$22,369	\$11,380	\$10,988	\$0	\$0	\$10,988	0.91%
SURG FACILITY	56	\$656,483	\$556,963	\$99,520	\$1,250	\$0	\$98,270	8.10%
SURGERY	248	\$33,057	\$25,338	\$7,719	\$0	\$0	\$7,719	0.64%
SURGERY IP	13	\$11,189	\$5,747	\$5,442	\$0	\$0	\$5,442	0.45%
SURGERY OP	39	\$58,535	\$40,804	\$17,730	\$0	\$0	\$17,730	1.46%
THERAPY	497	\$51,641	\$36,773	\$14,868	\$1,140	\$0	\$13,728	1.13%
URGENT CARE	29	\$5,028	\$3,502	\$1,526	\$300	\$0	\$1,226	0.10%
WELLNESS	1001	\$51,369	\$40,089	\$11,280	\$0	\$0	\$11,280	0.93%
XRAY/ LAB	4086	\$791,576	\$644,002	\$147,574	\$717	\$0	\$146,856	12.10%
Totals:	9519	\$8,499,863	\$7,263,013	\$1,236,851	\$17,590	\$5,418	\$1,213,843	



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2024 to 2/28/2025
Location: All

Department: All
Benefit Plan: All
TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	38383		Charges	\$35,017,974	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$30,966,583	Addl Info Not Provided	\$353,792	1.01%
Medical	\$4,016,755	\$531	Allowed	\$4,051,391	Duplicate Charges	\$1,106,456	3.16%
Professional	\$1,821,748	\$241	less Member	\$63,428	Plan Limitations	\$6,903,068	19.71%
Facility	\$2,195,007	\$290	less Adjustments	-\$28,792	Cost Savings	\$22,541,389	64.37%
PBM	\$0	\$0	Paid Benefit	\$4,016,755	UCR Reductions	\$2,523	0.01%
Vision	\$0	\$0	plus Admin Costs	\$1,578,006	Other	\$59,355	0.17%
Total Plan Paid:	\$4,016,755	\$531	Total Plan Paid:	\$5,594,761	Total:	\$30,966,583	88.43%

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
2/28/2025	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	45	32	77	0	0	0	0	77	0	0
20 to 25	30	47	77	0	0	0	0	77	0	0
26 to 29	37	34	71	0	0	0	0	71	0	0
30 to 39	117	130	247	0	0	0	0	247	0	0
40 to 49	168	190	358	0	0	0	0	358	0	0
50 to 59	174	224	398	0	0	0	0	398	0	0
60 to 64	96	106	202	0	0	0	0	202	0	0
65 and Older	32	52	84	0	0	0	0	84	0	0
Totals	699	815	1514	0	0	0	0	1514	0	0
Average Age	45.12	46.59	45.91	0.00	0.00	0.00	0.00	45.91	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 2/28/2025	Employee	Spouse	Dependent
Florida Cancer Specialists	512	\$621,155	0 to 19	\$11,532	\$0	\$0
Adventhealth Deland	460	\$583,331	20 to 25	\$53,017	\$0	\$0
Adventhealth Fish	410	\$437,558	26 to 29	\$126,148	\$0	\$0
Halifax Hospital Medical	83	\$397,578	30 to 39	\$543,178	\$0	\$0
Medical Center Of Deltona	80	\$298,831	40 to 49	\$677,238	\$0	\$0
Deland Dialysis	263	\$248,898	50 to 59	\$1,379,245	\$0	\$0
Quest Diagnostics Tampa	1680	\$107,262	60 to 64	\$770,879	\$0	\$0
06 Radiology Associates	685	\$80,954	65 and Older	\$455,518	\$0	\$0
Wellness Avenue Surgery	111	\$73,341	Totals	\$4,016,755	\$0	\$0
Quest Diagnostics Nichols	382	\$67,821				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 24	\$587,445	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 24	\$863,716	Medical	\$25,909	43	\$1,114,087
December 24	\$653,847	Dental	\$0	13	\$0
January 25	\$697,904	Vision	\$0	56	\$0
February 25	\$1,213,843	RX	\$0	32	\$0
Total:	\$4,016,755	Total:			\$1,114,087



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

10/1/2024 to 2/28/2025

Benefit Plan: All

Location:

All

TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ALLERGY CARE	1	\$650	\$452	\$198	\$0	\$0	\$198	0.00%
AMBULANCE	23	\$59,573	\$59,573	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	274	\$352,324	\$278,976	\$73,347	\$0	\$0	\$73,347	1.83%
CHIROPRACTIC	140	\$10,394	\$5,965	\$4,428	\$670	\$0	\$3,758	0.09%
COVID-19	7	\$850	\$850	\$0	\$0	\$0	\$0	0.00%
DIALYSIS	456	\$9,710,771	\$9,410,008	\$300,763	\$0	\$0	\$300,763	7.49%
DME/APPLIANCE	30	\$15,887	\$15,887	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	2195	\$8,677,723	\$7,764,142	\$913,580	\$21,973	\$0	\$891,607	22.20%
HOME HEALTH CARE	1	\$437	\$437	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	1287	\$922,335	\$922,037	\$298	\$0	\$0	\$298	0.01%
INPATIENT PHYS	1377	\$372,621	\$282,434	\$90,187	\$0	\$0	\$90,187	2.25%
IP HOSP CHARGES	96	\$3,269,654	\$2,942,785	\$326,870	\$1,600	\$0	\$325,270	8.10%
MATERNITY	13	\$21,600	\$21,600	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	107	\$23,552	\$20,634	\$2,918	\$477	\$0	\$2,440	0.06%
OFFICE VISIT	4036	\$582,961	\$376,828	\$206,133	\$16,150	\$0	\$189,983	4.73%
OP PHYSICIAN	938	\$382,959	\$310,213	\$72,746	\$934	\$0	\$71,813	1.79%
OTHER	1056	\$2,393	\$2,329	\$64	\$0	-\$28,792	\$28,856	0.72%
OUTPAT HOSP	165	\$469,438	\$414,480	\$54,959	\$3,351	\$0	\$51,607	1.28%
PSYCHIATRIC	675	\$291,252	\$176,687	\$114,566	\$2,535	\$0	\$112,031	2.79%
RADIATION /CHEMO	694	\$2,309,752	\$1,683,053	\$626,700	\$164	\$0	\$626,536	15.60%
SLEEP DISORDER	14	\$2,249	\$2,249	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	32	\$146,460	\$116,618	\$29,842	\$0	\$0	\$29,842	0.74%
SURG FACILITY	404	\$3,185,818	\$2,686,073	\$499,745	\$6,825	\$0	\$492,920	12.27%
SURGERY	986	\$182,430	\$132,417	\$50,013	\$0	\$0	\$50,013	1.25%
SURGERY IP	103	\$115,288	\$85,129	\$30,159	\$0	\$0	\$30,159	0.75%
SURGERY OP	204	\$262,158	\$210,210	\$51,948	\$0	\$0	\$51,948	1.29%
THERAPY	1999	\$217,764	\$158,340	\$59,424	\$4,420	\$0	\$55,004	1.37%
URGENT CARE	81	\$16,517	\$13,137	\$3,380	\$700	\$0	\$2,680	0.07%
VISION	4	\$295	\$295	\$0	\$0	\$0	\$0	0.00%
WELLNESS	4154	\$308,175	\$252,286	\$55,890	\$0	\$0	\$55,890	1.39%
XRAY/ LAB	17720	\$3,103,694	\$2,620,460	\$483,235	\$3,628	\$0	\$479,607	11.94%
Totals:	39272	\$35,017,974	\$30,966,583	\$4,051,391	\$63,428	-\$28,792	\$4,016,755	



PCORI Membership Count

Block of Business ID: EBMSI
Client ID: 00532

Eligibility Date: : 1/1/2025 to 2/28/2025

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
1/1/2025	1593	0	1593
2/1/2025	1586	0	1586
Total Member Days			1,589.50



Enrollment Counts by City and State

Block of Business ID:
Client ID:

EBMSI
00532

As Of Date: 2/28/2025

City, State	Employee Count	Dependent Count	Total Count
Astor, FL	1	0	1
De Leon Springs, FL	124	0	124
Debary, FL	37	0	37
Deland, FL	714	0	714
Deltona, FL	380	0	380
Enterprise, FL	1	0	1
Eustis, FL	1	0	1
Lake Helen, FL	11	0	11
Orange City, FL	101	0	101
Osteen, FL	8	0	8
Pierson, FL	91	0	91
Seville, FL	45	0	45
Total	1514	0	1514



Tier Census by Product 2/1/2025

Block of Business ID: EBMSI
Client ID: 00532
Status: A,C,NC,R,V

Products: MM,DE,VI

00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1503	704	799	0	0	0	0	1503
		Subtotal for Active:	1503	704	799	0	0	0	0	1503
		Total for Medical:	1503	704	799	0	0	0	0	1503



Tier Census by Product 2/15/2025

Block of Business ID: EBMSI
Client ID: 00532
Status: A,C,NC,R,V

Products: MM,DE,VI

00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1495	694	801	0	0	0	0	1495
		Subtotal for Active:	1495	694	801	0	0	0	0	1495
		Total for Medical:	1495	694	801	0	0	0	0	1495



Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 2/1/2025 to 2/28/2025

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
AMBULANCE	7	2,793.00	2,793.00	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	74	132,753.00	11,756.73	105,566.14	15,430.13	0.00	0.00	15,430.13	1.27%
CHIROPRACTIC	69	5,336.74	283.70	2,828.27	2,224.77	340.00	0.00	1,884.77	0.16%
DIALYSIS	105	2,094,127.69	255,440.00	1,765,368.87	73,318.82	0.00	0.00	73,318.82	6.04%
DME/APPLIANCE	5	1,215.00	1,215.00	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	579	2,715,991.08	11,088.63	2,270,374.79	434,527.66	8,011.60	0.00	426,516.06	35.14%
INELIGIBLE	313	152,620.84	152,348.02	237.09	35.73	0.00	0.00	35.73	0.00%
INPATIENT PHYS	282	76,507.17	20,515.39	34,947.63	21,044.15	0.00	0.00	21,044.15	1.73%
IP HOSP CHARGES	18	548,364.24	2,411.89	483,009.25	62,943.10	250.00	0.00	62,693.10	5.16%
MATERNITY	5	3,000.00	3,000.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	26	4,883.02	0.02	3,964.24	918.76	148.65	0.00	770.11	0.06%
OFFICE VISIT	1158	133,054.17	13,246.04	72,001.79	47,806.34	3,750.00	0.00	44,056.34	3.63%
OP PHYSICIAN	218	152,425.01	21,156.00	104,573.53	26,695.48	156.21	0.00	26,539.27	2.19%
OTHER	352	2.00	0.00	2.00	0.00	0.00	5,417.86	-5,417.86	-0.45%
OUTPAT HOSP	36	149,961.55	1,851.48	116,539.34	31,570.73	868.18	0.00	30,702.55	2.53%
PSYCHIATRIC	174	84,221.52	9,682.00	28,151.32	46,388.20	630.00	0.00	45,758.20	3.77%
RADIATION /CHEMO	140	561,360.71	26,859.58	377,201.85	157,299.28	27.60	0.00	157,271.68	12.96%
SUBS ABUSE	3	22,368.93	0.00	11,380.48	10,988.45	0.00	0.00	10,988.45	0.91%
SURG FACILITY	56	656,483.17	910.13	556,053.21	99,519.83	1,250.00	0.00	98,269.83	8.10%
SURGERY	248	33,057.01	0.00	25,338.36	7,718.65	0.00	0.00	7,718.65	0.64%
SURGERY IP	13	11,189.00	0.00	5,746.70	5,442.30	0.00	0.00	5,442.30	0.45%
SURGERY OP	39	58,534.66	1,600.00	39,204.48	17,730.18	0.00	0.00	17,730.18	1.46%
THERAPY	497	51,641.00	9,421.00	27,352.42	14,867.58	1,140.00	0.00	13,727.58	1.13%
URGENT CARE	29	5,028.00	0.00	3,501.57	1,526.43	300.00	0.00	1,226.43	0.10%
WELLNESS	1001	51,369.27	951.51	39,137.28	11,280.48	0.00	0.00	11,280.48	0.93%
XRAY/ LAB	4086	791,575.69	38,690.17	605,311.64	147,573.88	717.49	0.00	146,856.39	12.10%
Totals for 00532	9533	8,499,863.47	585,220.29	6,677,792.25	1,236,850.93	17,589.73	5,417.86	1,213,843.34	



Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 10/1/2024 to 2/28/2025

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	1	650.00	0.00	452.33	197.67	0.00	0.00	197.67	0.00%
AMBULANCE	23	59,572.60	59,572.60	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	274	352,323.70	31,816.93	247,159.46	73,347.31	0.00	0.00	73,347.31	1.83%
CHIROPRACTIC	140	10,393.76	283.70	5,681.73	4,428.33	670.00	0.00	3,758.33	0.09%
COVID-19	7	849.55	849.55	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	456	9,710,770.72	2,026,141.06	7,383,866.45	300,763.21	0.00	0.00	300,763.21	7.49%
DME/APPLIANCE	30	15,886.76	15,886.76	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	2195	8,677,722.55	2,524,402.62	5,239,739.58	913,580.35	21,973.41	0.00	891,606.94	22.20%
HOME HEALTH CARE	1	437.00	437.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	1287	922,334.90	920,028.48	2,008.75	297.67	0.00	0.00	297.67	0.01%
INPATIENT PHYS	1377	372,621.13	124,504.17	157,929.47	90,187.49	0.00	0.00	90,187.49	2.25%
IP HOSP CHARGES	96	3,269,654.26	1,025,294.51	1,917,490.13	326,869.62	1,600.00	0.00	325,269.62	8.10%
MATERNITY	13	21,600.00	21,600.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	107	23,551.98	11,274.98	9,359.42	2,917.58	477.30	0.00	2,440.28	0.06%
OFFICE VISIT	4036	582,961.38	58,598.45	318,229.46	206,133.47	16,150.00	0.00	189,983.47	4.73%
OP PHYSICIAN	938	382,959.35	39,389.91	270,823.02	72,746.42	933.71	0.00	71,812.71	1.79%
OTHER	1144	2,393.00	779.00	1,550.42	63.58	0.00	-28,792.29	28,855.87	0.72%
OUTPAT HOSP	165	469,438.20	76,118.10	338,361.60	54,958.50	3,351.31	0.00	51,607.19	1.28%
PSYCHIATRIC	675	291,252.49	103,557.04	73,129.75	114,565.70	2,535.00	0.00	112,030.70	2.79%
RADIATION /CHEMO	694	2,309,752.48	345,009.81	1,338,043.13	626,699.54	163.95	0.00	626,535.59	15.60%
SLEEP DISORDER	14	2,248.65	2,248.65	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	32	146,459.93	42,418.98	74,198.99	29,841.96	0.00	0.00	29,841.96	0.74%
SURG FACILITY	404	3,185,818.15	255,719.20	2,430,354.04	499,744.91	6,825.00	0.00	492,919.91	12.27%
SURGERY	986	182,429.82	6,704.70	125,712.60	50,012.52	0.00	0.00	50,012.52	1.25%
SURGERY IP	103	115,288.24	18,956.92	66,172.48	30,158.84	0.00	0.00	30,158.84	0.75%
SURGERY OP	204	262,157.58	25,355.00	184,854.96	51,947.62	0.00	0.00	51,947.62	1.29%
THERAPY	1999	217,764.00	53,000.00	105,340.37	59,423.63	4,420.00	0.00	55,003.63	1.37%
URGENT CARE	81	16,517.00	4,717.24	8,419.46	3,380.30	700.00	0.00	2,680.30	0.07%
VISION	4	295.00	295.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	4154	308,175.38	30,291.10	221,994.72	55,889.56	0.00	0.00	55,889.56	1.39%
XRAY/ LAB	17720	3,103,694.40	389,648.36	2,230,811.25	483,234.79	3,627.96	0.00	479,606.83	11.94%
Totals for 00532	39360	35,017,973.96	8,214,899.82	22,751,683.57	4,051,390.57	63,427.64	-28,792.29	4,016,755.22	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 18:37:36 on 01 March 2025



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 2/1/2025 to 2/28/2025

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
miCareDeLand	2143	637,838.01	0.00	0.00	0.00	0.00	637,838.01
miCareDelton	1823	547,070.50	0.00	0.00	0.00	0.00	547,070.50
miCarePierso	117	28,934.83	0.00	0.00	0.00	0.00	28,934.83
N/A	9	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	4092	1,213,843.34	0.00	0.00	0.00	0.00	1,213,843.34



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2024 to 2/28/2025

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
DeLand	1	0.00	0.00	0.00	0.00	0.00	0.00
Deltona	2	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand	8671	2,266,314.65	0.00	0.00	0.00	0.00	2,266,314.65
miCareDelton	7138	1,613,066.79	0.00	0.00	0.00	0.00	1,613,066.79
miCarePierse	581	137,373.78	0.00	0.00	0.00	0.00	137,373.78
N/A	34	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	16427	4,016,755.22	0.00	0.00	0.00	0.00	4,016,755.22



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 2/1/2025 to 2/28/2025

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
20-4552956	1942540356	Micare LLC	Billings	MT	Clinic	1016	0.00	0.00	0.00	0.00	0.00	0.00



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2024 to 2/28/2025

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
20-4552956	1942540356	Micare LLC	Billings	MT	Clinic	2961	0.00	0.00	0.00	0.00	0.00	0.00



CLAIMS PAID BY MONTH

Paid Date: 10/1/24 to 2/28/25

Location Name	Month	Hospital	Laboratory	PCP	Specialty	Facility Physician	Total Claims Count	Total Paid Claims	Total Fixed Costs	Employee Count	PEPM Cost/ Employee	Hospital PEPM	Lab PEPM	PCP PEPM	Specialty PEPM	Facility PEPM
00532 - West Volusia Hospital Authority																
DeLand	11-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Deltona	10-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
miCareDeLand	10-2024	\$115,189.86	\$23,353.26	\$365.04	\$206,719.28	\$0.00	1670	\$345,627.44	\$0.00	965	\$358.16	\$119.37	\$24.20	\$0.38	\$214.22	\$0.00
miCareDeLand	11-2024	\$203,463.92	\$24,990.98	\$365.04	\$272,695.74	\$0.00	1788	\$501,515.68	\$0.00	974	\$514.90	\$208.90	\$25.66	\$0.37	\$279.98	\$0.00
miCareDeLand	12-2024	\$133,478.22	\$18,415.92	\$0.00	\$227,953.51	\$0.00	1566	\$379,847.65	\$0.00	978	\$388.39	\$136.48	\$18.83	\$0.00	\$233.08	\$0.00
miCareDeLand	01-2025	\$171,507.75	\$22,164.05	\$0.00	\$207,814.07	\$0.00	1399	\$401,485.87	\$0.00	980	\$409.68	\$175.01	\$22.62	\$0.00	\$212.06	\$0.00
miCareDeLand	02-2025	\$343,988.20	\$24,057.06	\$2,509.96	\$267,282.79	\$0.00	2104	\$637,838.01	\$0.00	978	\$652.19	\$351.73	\$24.60	\$2.57	\$273.30	\$0.00
	Subtotal:	\$967,627.95	\$112,981.27	\$3,240.04	\$1,182,465.39	\$0.00	8527	\$2,266,314.65	\$0.00	4875	\$464.89	\$198.49	\$23.18	\$0.66	\$242.56	\$0.00
miCareDelton	10-2024	\$75,447.41	\$13,266.17	\$0.00	\$131,247.03	\$0.00	1377	\$219,960.61	\$0.00	581	\$378.59	\$129.86	\$22.83	\$0.00	\$225.90	\$0.00
miCareDelton	11-2024	\$161,697.63	\$16,268.38	\$0.00	\$153,004.55	\$0.00	1420	\$330,970.56	\$0.00	573	\$577.61	\$282.19	\$28.39	\$0.00	\$267.02	\$0.00
miCareDelton	12-2024	\$134,114.08	\$15,128.60	\$0.00	\$104,516.44	\$0.00	1305	\$253,759.12	\$0.00	554	\$458.05	\$242.08	\$27.31	\$0.00	\$188.66	\$0.00
miCareDelton	01-2025	\$114,808.48	\$16,230.16	\$0.00	\$130,267.36	\$0.00	1144	\$261,306.00	\$0.00	550	\$475.10	\$208.74	\$29.51	\$0.00	\$236.85	\$0.00
miCareDelton	02-2025	\$358,838.32	\$20,923.94	\$114.69	\$167,193.55	\$0.00	1808	\$547,070.50	\$0.00	547	\$1,000.13	\$656.01	\$38.25	\$0.21	\$305.66	\$0.00
	Subtotal:	\$844,905.92	\$81,817.25	\$114.69	\$686,228.93	\$0.00	7054	\$1,613,066.79	\$0.00	2805	\$575.07	\$301.21	\$29.17	\$0.04	\$244.64	\$0.00
miCarePierso	10-2024	\$1,576.07	\$2,656.08	\$0.00	\$17,624.57	\$0.00	132	\$21,856.72	\$0.00	66	\$331.16	\$23.88	\$40.24	\$0.00	\$267.04	\$0.00
miCarePierso	11-2024	\$17,447.81	\$1,526.75	\$0.00	\$12,255.67	\$0.00	134	\$31,230.23	\$0.00	66	\$473.19	\$264.36	\$23.13	\$0.00	\$185.69	\$0.00
miCarePierso	12-2024	\$10,835.80	\$2,485.83	\$0.00	\$6,918.41	\$0.00	116	\$20,240.04	\$0.00	64	\$316.25	\$169.31	\$38.84	\$0.00	\$108.10	\$0.00
miCarePierso	01-2025	\$24,289.62	\$982.59	\$0.00	\$9,839.75	\$0.00	79	\$35,111.96	\$0.00	63	\$557.33	\$385.55	\$15.60	\$0.00	\$156.19	\$0.00
miCarePierso	02-2025	\$11,134.68	\$1,721.99	\$0.00	\$16,078.16	\$0.00	117	\$28,934.83	\$0.00	61	\$474.34	\$182.54	\$28.23	\$0.00	\$263.58	\$0.00
	Subtotal:	\$65,283.98	\$9,373.24	\$0.00	\$62,716.56	\$0.00	578	\$137,373.78	\$0.00	320	\$429.29	\$204.01	\$29.29	\$0.00	\$195.99	\$0.00
N/A	10-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10	\$0.00	\$353,905.38	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	11-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	7	\$0.00	\$295,141.10	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	12-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	3	\$0.00	\$301,829.39	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	01-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	5	\$0.00	\$297,957.57	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	02-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9	\$0.00	\$329,172.19	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	34	\$0.00	\$1,578,005.63	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total:	\$1,877,817.85	\$204,171.76	\$3,354.73	\$1,931,410.88	\$0.00	16196	\$4,016,755.22	\$1,578,005.63	8000	\$699.35	\$234.73	\$25.52	\$0.42	\$241.43	\$0.00

Parameters

Beginning Location:

Ending Location:

Paid Date: 10/1/2024-2/28/2025

Reporting Period: CLIENTYTD

Location: 000-zzzzz

** Census Count Comments: Membership is counted per location, per department, or per plan for each month; an individual with a change may be counted more than one time.



WVHA miCare Clinic Deland and Deltona

February 2025 Report

miCare Utilization

DeLand	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	204	188	92%

Deltona	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	148	126	85%

Overall	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	352	314	89%

Total Utilized Hours: Total time that has been scheduled (including “no-shows” since this time was unavailable for other members to schedule an appointment)

Key Insights:

- The Utilization measures Physician Assistant/Nurse Practitioner time available to provide direct patient care.
- Utilization measures the clinician’s scheduled availability to the amount of time used to meet patient appointments.
- Between the two clinics 89% of the available clinician capacity was used for scheduled appointments; 11% of clinician time was available for walk-ins and other patient care activities.
- “No Shows” is where patients didn’t attend their scheduled clinic appointment.

	No Show Count	No Show %
DeLand	78	8%
Deltona	26	6%

Such no shows create systematic “waste” since this scheduled appointment slot was not available to other health card members.



- **Administrative Time** (chart reviews, medication follow-ups, referrals, provider-to-provider communication; etc.) represents approx. 2% of total capacity and is in line with industry standard for this type of patient care model.

Visit Type Utilization

WVHA miCare Clinic Total Visits for DeLand

Clinic Services	Number of visits	%	Notes
Total Provider visits	362	40%	Schedulable patient activities
Total Labs	194	21%	Schedulable patient activities
Total Nurse Visits	8	1%	Schedulable patient activities
Total medication pick-up	317		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	26		Don't have a visit type and are not scheduled appointments
Total Visits	907		

DeLand

- There was a total of 564 clinic visits at the DeLand clinic in February plus 317 medication pick-ups and an additional 26 med pick-ups from the PAP program
- Of the 564 clinic visits, 18 were phone visits
- There were 27 new **patients** that established care at the DeLand clinic last month
- There were 54 **Physicals** in February – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona

Clinic Services	Number of visits	%	Notes
Total Provider visits	246	40%	Schedulable patient activities
Total Labs	107	17%	Schedulable patient activities
Total Nurse Visits	10	2%	Schedulable patient activities
Total medication pick-up	232		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	20		Don't have a visit type and are not scheduled appointments
Total Visits	615		

Deltona

- There was a total of 363 clinic visits at the Deltona clinic in February plus 232 pick-ups from Deltona as well as 10 med pick-ups from the PAP program
- Of the 363 visits, 17 were phone visits
- There were 8 **new patients** that established care at the Deltona clinic last month
- There were 37 **Physicals** in February – Male/Female Wellness – Established Patients



miCare Member Migration

February 2025

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
DeLand	511	1,547	33%
Deltona	326	1,547	21%

*** Combined migration – 48% for February**

*The data above represents unique members who have completed clinic visits or lab appointments. Several health card members have had multiple encounters for the month and may use both sites.

PAP (Pharmacy Assistance Program)- WVHA Health Card Members

- The data below demonstrates pharmacy cost avoided for the WVHA for prescribed branded medications.
- WVHA health card members can qualify for manufacturer discounts and the ability to receive prescription branded medications with no out of pocket expense to health card members

	February 2025	
PAP Summary 02/01/2025- 02/28/2025		
Application Approved	367	\$186,449
Application Pending Approval	8	\$4,379
Application Started but Not Submitted	0	\$0
Totals	375	\$190,828
	(Active Applications)	Monthly Savings for February

Key Insights:

- **549 medications were picked between both sites**
- **46 PAP medications were picked between the two locations**
- **367 patients had applications for pharmacy assistance programs last month**
- **WVHA avoided \$190,828 of the cost for branded medication in January**
- **Projected annual cost avoided \$2,289,939**



March 4, 2025

West Volusia Hospital Authority
Monthly Enrollment Report

In the month of February there were 292 client interviews conducted. Of these, 252 appointments were to assist with new/renewal applications and 40 to assist with pending applications from January to February.

For the month a total of 252 applications were submitted for verification and enrollment. Of these, all 252 were processed by the end of the month, leaving no rollovers to carry over into March for approval.

Of the 252 that were processed, 227 were approved, 9 denied, and 16 pended.

Currently applications are being processed, approved, and the client enrolled within 7 business days. Current enrollment with EBMS is taking up to 7-14 days to appear active in system.

The House Next Door

Serving
Volusia and Flagler Counties

Administrative Offices
804 North Woodland Blvd.
DeLand, FL 32720
386-734-7571
386-734-0252 (fax)

DeLand Service Center
114 South Alabama Avenue
DeLand, FL 32724
386-738-9169
386-943-8823 (fax)

Deltona WVHA Office
840 Deltona Blvd., Suite K
Deltona, FL 32725
386-232-2055
386-860-6006 (fax)

Application Source	New	Renewal	Total
House Next Door	22	182	204
Halifax (Health Fund Solutions)	0	0	0
Advent Health/Fl Hospital	8	3	11
RAAO	14	11	25
Other	5	3	8
SMA	3	0	3
26 and Covered	1	0	1
Totals	51	201	252

Outreach Efforts:

- Attended West Volusia Community Partners meeting.
- Reached out to all clients due to renew with a reminder phone call as well as the reminder letter.
- Communicating with partners, working together to better service the community
- Working Events in the Community

Respectfully submitted by Chris Booker



CREDIBILITY • INTEGRITY • ACHIEVEMENT



2025-2026 Funding Applications received.

Agency name-CAC Review	Date Rec'd	Amount Requested	Last Year	Difference +/-
Florida Department of Health (FDOH) Dental Services	3/5/2025	165,000	160,000	5000
The Neighborhood Center (TNC) Outreach-Access to Care	3/3/2025	125,000	125,000	0
The House Next Door (THND) Therapeutic Services	3/5/2025	45,000	45,000	0
SMA Emergency Behavioral Health Services	3/4/2025	300,000	150,000	150000
SMA Psychiatric Outpatient Services	3/4/2025	90,000	90,000	0
SMA Residential Treatment Services	3/4/2025	550,000	550,000	0
Community Legal Services of Mid-Florida (CLSMF) MLP Services	3/6/2025	88,500	88,500	0
Life-Spire Community Services, Inc.	3/4/2025	74,500	0	74500
Having Incredible Victory, Inc.	3/6/2025	100,000	0	100000
Easterseals Northeast Central FL	3/6/2025	15,000	0	15000
Hispanic Health Initiative (HHI)	3/5/2025	100,000	100,000	0
Rising Against All Odds (RAAO) HIV/Aids/Outreach	3/3/2025	249,801	223,017	26784
*Levi Long Sickie Cell Association (Received late at 12:30 PM)	3/6/2025	65,000	0	65000
Sub-Total		1,967,801	1,531,517	436,284

THROUGH 2/28/25

FYE APPROVED 2025 Budget	YTD Actual 2025	Difference +/-
160,000	59,427	100573
125,000	36,850	88150
45,000	19,829	25171
150,000	0	150000
90,000	30,931	59069
550,000	0	550000
88,500	24,235	64265
0	0	0
0	0	0
0	0	0
100,000	31,800	68200
0	0	0
223,017	87,238	135779
1,531,517	290,310	1241207

Administrative Applications-Board of Commissioner Review	Date Received	Amount Requested	Last Year	Difference +/-
THND HealthCard Program	3/5/2025	601,656	563,761	37895
RAAO Prescreening	3/4/2025	97,742	97,742	0
*Healthy Communities Outreach (Received late at 12:35 PM)	3/6/2025	72,202	72,202	0
Sub-Total		771,600	733,705	37895

THROUGH 2/28/25

FYE 2025 Budget	YTD Actual 2025	Difference +/-
563,761.00	187,320.00	376441
97,742.00	16,896.00	80846
72,202.00	22,477.00	49725
733,705.00	226,693.00	507012

Combined Totals	2,739,401	2,265,222	474,179	2,265,222	517,003	1,748,219
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1. Maximum Utilization by Clinic location

The following table illustrates the maximum utilization in total, and by Clinic location. This is based on the most recent year, 10/2023 – 9/2024.

Location	<u>Max</u> # of Visits (average visit = 31 mins)	Actual # of visits	Actual Lab + Nurse Visits	Actual Medication Pick-Ups
Combined	8,195	7,341	3,701	6,802
DeLand	4,536	4,262	2,416	3,957
Deltona	3,659	3,079	1,285	2,845

2. Average appointment time & average unique patients / day

The average appointment time across both Clinic locations is **31 minutes**. This is based on the most recent year, 10/2023 – 9/2024.

The following represents how many unique patients *on average* are seen at each Clinic location. This is based on the most recent plan year, 10/2023 – 9/2024. Please note, the below figures represent provider visits only. Patients can have multiple encounters while in the Clinic – for example, medication pick-up, lab draw, etc.

- a. Deltona: 12
- b. DeLand: 16

3. Updated staffing allocations

In response to the request to update Attachment B-1 of the contract, please find an updated staffing allocation table below.

Key Roles	Hours/Week (Deland Clinic Only)	Hours/Week (Deltona Clinic Only)
Medical Director/ Supervising Physician	14	
Supervising Physician	8	8
Physician Extenders	55	40
Coordinators	92	68
Practice Manager	40	
Other Clinical Professionals	96	56
Other Non-Licensed Staff (Reception, Referral authorization, ER Diversion)	114	71
Disease Educators (Virtual)	5	
Referral Management Staff (Virtual)	40	

4. Can all health card members be served at one access point at the DeLand Clinic should the Deltona Clinic be closed?

The simple answer is, yes, all health card members can be served at one location. MiCare has extensively reviewed the Clinic layout in DeLand. A couple notations:

- 7 exam rooms will be required to accommodate visits with providers.
- Through sharing offices by various staff members and adjusting the flow of the clinic, all outside vendor partner space can be accommodated (e.g. SMA).
- Stacy maintains her own private office.
- While miCare staff can accommodate operations in one Clinic space, we would be remiss not to mention that we have slight concerns about how this will impact overall utilization. Numbers for consideration regarding this:

- o For the last plan year 10/2023 – 9/2024:
 - 1292 health card members have utilized both Clinics at some point
 - 685 health card members have only used one Clinic or the other:
 - 101 only used Deltona
 - 584 only used DeLand
 - Please note that 685 + 1292 equals more than the current # of health card members. These numbers represent health card members that were *active at any point* during this 12-month time period.

5. Operating Costs

Utilizing the financials from 10/2023 – 9/2024, should the WVHA board elect to close the Deltona Clinic location, an approximate annual savings of **\$152,973** will be realized. This figure includes utilities, IT support, janitorial expenses, maintenance, insurance, and rent. Please note the rent was figured using current lease arrangement.

The Board should consider there will be Clinic closure costs. These will include moving costs (of actual Clinic furnishings), IT support to set-up new exam rooms and workstations at DeLand Clinic, light construction work to move permanent wall fixtures from Deltona to DeLand (art, clinical displays, pamphlet holders, etc.).

A request was made for miCare to provide an ‘all in per visit cost’ for each clinic location. Using the financials from 10/2023 – 9/2024, these figures are as such:

Location	All in cost / visit (at max capacity)	All in cost / visit (at current utilization)
Combined	\$345	\$386
DeLand	\$368	\$391
Deltona	\$318	\$378

6. Patient Assistance Program (PAP)

The PAP program currently services 275 unique health card members with 378 applications (one member can have multiple applications). This program has saved approximately \$2.3 million to date.

miCare has an extensive workflow process built into Clinic operations that support the onboarding of new PAP patients and applications as well as managing the renewal process of existing applications (required every 12 months/medication). miCare interacts with several drug companies and complies with their various application process requirements in order to maintain free drug access for WVHA health card members.



West Volusia Hospital Authority

March 20, 2025

Heidi Bello
634 W. Euclid Avenue
DeLand, FL 32720

RE: Letter of Appreciation

Dear Ms. Bello:

The WVHA Board of Commissioners would like to express its sincere appreciation for the remarkable services given by you as a member of the Citizens Advisory Committee (CAC).

Your dedication to the CAC and your input has been invaluable. We want to express our appreciation for all you have done on our behalf. Your efforts in volunteering with this committee impressed both the WVHA Board and your fellow CAC members.

We wish the best to you and your family in the coming years.

Sincerely,

Chair Jennifer Coen

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

We have concluded our engagement to assist you with periodic site visits on funded agencies to perform limited testing over compliance requirements of funding agreements. This report represents our comments and recommendations based on the procedures performed.

We have performed the following procedures enumerated in the engagement letter dated July 9, 2024, which were agreed to by the Board of Commissioners of West Volusia Hospital Authority (the Authority), solely to assist you in connection with the funding agreement compliance of The Neighborhood Center (TNC) Outreach Services. The appropriateness and sufficiency of these procedures is solely the responsibility of the parties specified in this report. In performing the procedures, we relied on the cooperation of the management of TNC and the information provided by them, including the accuracy and reliability of such information. Our procedures did not constitute an audit, review, or compilation of the information provided. We make no representation regarding the appropriateness and sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose and we express no level of assurance on them. You have reviewed a draft of our report and confirm that the procedures performed were consistent with those requested by you.

The procedures and the associated findings are as follows:

1. We selected a sample of transactions and tested compliance with contract provisions:

Access to Care Program Sample Selected for Testing

	Jan-24
Total Participants Served	461
Participants Selected	23
% Selected	<u>5%</u>

2. TNC is reimbursed at a fixed rate of \$25 per each one-half hour of direct client case management activity:

**Access to Care Program
Services Provided to Selected Participants**

Case Management	23/23	100%
Service Dates Verified	23/23	100%

3. TNC is required to verify that each program participant possesses proper identification with the WVHA Taxing District address in accordance with the WVHA Eligibility Guidelines:

**Access to Care Program
Residency Eligibility Documentation Compliance**

In Compliance (Identity and Residency)	23/23	100%
Not In Compliance		
No Documentation	0/23	0%
Ineligible/Out-of-State Document	0/23	0%
Total Not In Compliance	<u>0/23</u>	<u>100%</u>

The annual budget for TNC Access to Care Program for the year-ended September 30, 2024 was \$125,000. 100% of items tested were in compliance and supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

We were not engaged to and did not conduct an audit, the objective of which would be the expression of an opinion on the risks affecting the Authority. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

We appreciate the opportunity to serve and thank you for your cooperation.

This report is intended solely for the information and use of the Authority, and is not intended to be and should not be used by anyone other than those specified parties.

James Moore & Co., P.L.

Daytona Beach, Florida
March 20, 2025

WEST VOLUSIA HOSPITAL AUTHORITY

FINANCIAL STATEMENTS

FEBRUARY 28, 2025



ACCOUNTANTS' COMPILATION REPORT

To the Board of Commissioners,
West Volusia Hospital Authority:

Management is responsible for the accompanying financial statements of West Volusia Hospital Authority (the Authority), which comprise the balance sheet – modified cash basis as of February 28, 2025, and the related statement of revenue and expenditures budget and actual – modified cash basis for the one month and year to date period then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or the completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit a Statement of Changes in Fund Balance and substantially all the disclosures required by accounting principles generally accepted in the United States of America. If the omitted statement and disclosures were included in the financial statements, they might influence the user's conclusions about the Authority's financial position, results of operations, and cash flows. Accordingly, the financial statements are not designed for those who are not informed about such matters.

We are not independent with respect to West Volusia Hospital Authority.

DeLand, Florida
March 20, 2025



**WEST VOLUSIA HOSPITAL AUTHORITY
BALANCE SHEET - MODIFIED CASH BASIS
FEBRUARY 28, 2025**

ASSETS

Ameris Bank - operating	\$ 3,050,845
Ameris Bank - MM	11,292,034
Ameris Bank - payroll	77,145
Mainstreet Community Bank - EBMS operational escrow	200,000
Mainstreet Community Bank - MM	6,599,411
Surety Bank - MM	1,598,366
Mainstreet Community Bank - Certificates of deposit	5,000,000
Prepaid items and deposits	2,000
Total Assets	<u><u>\$ 27,819,801</u></u>

FUND BALANCE

Total Fund Balance	<u><u>\$ 27,819,801</u></u>
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See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND FIVE MONTHS ENDED FEBRUARY 28, 2025

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Revenues					
Ad valorem taxes	\$ 428,301	\$ 17,208,916	\$ 18,700,000	\$ 1,491,084	92%
Interest income	46,157	205,067	400,000	194,933	51%
Other income	1,000	234,944	34,333	(200,611)	684%
Total revenues	<u>475,458</u>	<u>17,648,927</u>	<u>19,134,333</u>	<u>1,485,406</u>	<u>92%</u>
Expenditures					
Healthcare expenditures					
Hospitals					
Halifax Hospital	78,243	349,423			
AdventHealth	91,097	256,312			
Total hospitals	<u>169,340</u>	<u>605,735</u>	3,200,000	2,594,265	19%
Specialty Care Services					
Specialty Care - ER	3,735	27,425			
Specialty Care - Non-ER	320,796	1,674,060			
Total Specialty Care Services	<u>324,531</u>	<u>1,701,485</u>	3,500,000	1,798,515	49%
Emergency Room Care	262,093	882,295	1,000,000	117,705	88%
Primary Care	3,877	737,368	2,500,000	1,762,632	29%
Pharmacy	-	142,713	900,000	757,287	16%
Florida Dept of Health Dental Svcs	16,816	59,427	160,000	100,573	37%
Hispanic Health Initiatives	6,500	31,800	100,000	68,200	32%
Community Legal Services	5,904	24,235	88,500	64,265	27%
Rising Against All Odds	22,438	87,238	223,017	135,779	39%
The House Next Door	3,426	19,829	45,000	25,171	44%
SMA - Homeless Program	11,681	30,931	90,000	59,069	34%
SMA - Residential Treatment	-	-	550,000	550,000	0%
SMA - Baker Act - Match	-	-	150,000	150,000	0%
County Medicaid Reimbursement	287,071	1,435,357	3,444,857	2,009,500	42%
H C R A - In County	1,633	11,965	400,000	388,035	3%
H C R A - Outside County	1,936	1,936	400,000	398,064	0%
The Neighborhood Center	9,025	36,850	125,000	88,150	29%
Healthy Communities Kid Care Outreach	7,244	22,477	72,202	49,725	31%
Other Healthcare Expenditures	-	-	174,767	174,767	0%
Total healthcare expenditures	<u>1,133,515</u>	<u>5,831,641</u>	<u>17,123,343</u>	<u>11,291,702</u>	<u>34%</u>
Personnel services					
Regular salaries and wages	5,756	28,777	69,064	40,287	42%
FICA	450	2,250	5,283	3,033	43%
Retirement	784	3,922	10,104	6,182	39%
Life and Health Insurance	959	4,577	12,000	7,423	38%
Workers Compensation Claims	3,619	3,619	25,000	21,381	14%
Total personnel services	<u>11,568</u>	<u>43,145</u>	<u>121,451</u>	<u>78,306</u>	<u>36%</u>

See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND FIVE MONTHS ENDED FEBRUARY 28, 2025

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Other expenditures					
Legal Counsel	6,500	32,500	78,000	45,500	42%
Outside Legal Counsel	-	-	30,000	30,000	0%
Audit	21,575	21,575	21,575	-	100%
General Accounting - Recurring	9,776	39,104	118,560	79,456	33%
General Accounting - Nonrecurring	-	-	15,000	15,000	0%
Application Screening - THND	47,160	187,320	563,761	376,441	33%
Application Screening - RAAO	4,224	16,896	97,742	80,846	17%
TPA Services (EBMS)	-	156,345	500,000	343,655	31%
Building Repairs	-	22,748	100,000	77,252	23%
Advertising	292	1,937	10,000	8,063	19%
Other Operating Expenditures	822	14,066	79,900	65,834	18%
Tax Collector & Appraiser Fee	77,702	410,075	650,000	239,925	63%
City of DeLand Tax Increment District	-	164,037	125,000	(39,037)	131%
Total other expenditures	168,051	1,066,603	2,389,538	1,322,935	45%
Total expenditures	1,313,134	6,941,389	19,634,332	12,692,943	35%
Excess (deficiency) of revenues over expenditures	\$ (837,676)	\$ 10,707,538	\$ (499,999)	\$ (11,207,537)	-2142%

See accountants' compilation report.