

WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS
REGULAR MEETING
May 15, 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 April 17, 2025
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Citizens Advisory Committee – Chair Patrick Rogers – Verbal Update on May 6th Preliminary Ranking Meeting
7. Annual Contractual Utilization Report to the WVHA Board of Commissioners – Shannon Sargeant & Vanessa Richardson of Rising Against All Odds
8. Reporting Agenda:
 - A. EBMS March & April Reports – Written Submission
 - B. WVHA miCare Clinic DeLand/Deltona March & April Reports – Practice Manager Gretchen Soto
 1. 2025 Quarter Two miCare Report (Jan – March)
 - C. The House Next Door (THND) April HealthCard Report
 - D. Hospital Services 1st Quarter of 2025 (January – March)
 1. Halifax Health | UF Health – Medical Center of Deltona
 2. Advent Health DeLand & Advent Health Fish Memorial
 3. EMPros
9. Discussion Items:
 - A. 26 and Covered Analysis Report (Commissioner Ford)
 - B. Mobile Health Clinics – Pros & Cons of Supplemental Clinic Option (Commissioner Moore)
 - C. Quarter Two Uneven Spend-Down of Funding – SMA Healthcare
 - D. Board Review of Administrative Applications
 1. Halifax Healthy Communities
 2. THND HealthCard Program
 3. RAO Prescreening Services
10. Follow Up Items:
 - A. WVHA Website (Commissioner Ford)
 - B. miCare Clinic Consolidation
 - C. Eligibility Guidelines
11. Administrator Report
12. Finance Report
 - A. April Financials
 - B. Approval of Disbursements – Check Register & Estimated Expenditures
13. Legal Update
14. Upcoming Meetings – CAC Final Ranking June 3rd & Joint Meeting **Tuesday, June 17th**
15. 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
April 17, 2025

Board Members in Attendance:

Commissioner Voloria Manning
Commissioner Jennifer Coen
Commissioner Rakeem Ford

Board Members Absent:

Commissioner Jennifer Moore
Commissioner Judy Craig

CAC Members Present:

Randa Mayers
Creg Kennedy

Others Present:

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

Call to Order

Chair 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 5:04 p.m. The meeting was opened with The Pledge of Allegiance followed by a moment of silence.

Approval of Proposed Agenda

Motion 026 – 2025 Commissioner Manning moved to approve the proposed agenda. Commissioner Ford seconded. The motion passed 3-0-2.

Consent Agenda – Approval of Minutes

Joint Meeting held March 20, 2025

Motion 027 – 2025 Commissioner Manning moved to approve the Consent Agenda. Commissioner Ford seconded. The motion passed 3-0-2.

Citizen Comments – None

Citizens Advisory Committee Verbal Update – WVHA Administrator Stacy Tebo

Ms. Tebo provided a brief update on the Q & A held on April 1st.

Marissa Wilcox Presentation – Alzheimer’s Association Advocacy Efforts and Initiatives

Ms. Wilcox discussed their initiatives, including a \$1.5 million funding request for public awareness, the Brain Bus, and respite care for 18,000 families. She explained the three pillars of the association: fundraising, community education and support, and advocacy.

Annual Contractual Utilization Report to the WVHA Board of Commissioners

FDOH Dental Program – Orange City Manager & Dental Hygienist Priscilla Montijo

Ms. Montijo reported on their dental services for the current fiscal year, serving 171 unique clients

from October through January. She outlined the services provided, including preventative care, restorative services, and education. She highlighted the positive feedback from clients and the importance of dental care in the community.

SMA Healthcare – Vice President, Volusia County Services Jennifer Stephenson

Ms. Stephenson detailed SMA's mid-year utilization report. She discussed residential treatment services for substance use and mental health disorders, serving forty individuals so far with a total of \$550,000 in funding. She explained the outpatient psychiatric services, serving 173 individuals so far since October with \$90,000 in total funding. She detailed the three distinct units at the Chet Bell Crisis Center including emergency screening, crisis stabilization, and detox units, and said they have served 117 people in the current fiscal year with a total allocation of \$150,000.

Reporting Agenda

EBMS March Report – Written Submission

WVHA miCare Clinic DeLand/Deltona March Report – Written Submission

2025 Quarter Two miCare Report (Jan – March)

The House Next Door (THND) March HealthCard Report

Commissioner Manning said she would like to table the EBMS and miCare reports until the next meeting when a representative is present to answer questions. There was no objection to tabling the reports to the next meeting.

Chair Coen asked Chris Booker of THND to confirm that there was a typo on the report, and the data reported was for March. Mr. Booker affirmed he reported March data. The House Next Door's report was received into the written record.

Discussion Items

Future Advertising Timeline for Funding Application (Commissioner Moore)

Due to Commissioner Moore's absence, the item was tabled.

WVHA Website (Commissioner Ford)

Commissioner Ford explained his goals for updating the website include improving site navigation and content organization, centralizing legal and compliance materials, aligning structure with stakeholder needs, and removing outdated or irrelevant content. He added that he wanted the website to be more user-friendly for residents looking for care. He recommended creating a new navigation tab for required items that residents would not necessarily be interested in while looking for how to apply for the health card program. He suggested it might be titled "Compliance" and contain the following items: Medicaid Match Dispute, Enabling Legislation, Applicable Ethics Laws, and FY2024-2025 Goals. For the "About Us" page, he proposed deletion of the section titled "How We Work" as it discusses the CAC and replace it with the Board's photos and the CAC member names listed underneath. For the "Economic Impact" page, he said Ms. Tebo had already addressed his suggestion to add RAAO to the text box telling people how to apply for the health card program. For the "Partners" page, he said the address and phone number for the CFO should be added to match the format of the other agencies. For the "Contact Us" page, he recommended the removal of the Board's home addresses. He also said the reference to the CAC should be removed since they would be listed on the "About Us" page.

Attorney Small recommended that the Board should not decide anything at the meeting, and he would like to review the statutes to ensure that legal requirements are met. He added that two Board

members were not present to participate in the discussion.

Commissioner Manning suggested that on the “Home” page, they replace the stock photos with pictures of community members.

Attorney Small said when the website was put together about ten years ago, stock photos were used so that permission would not have to be obtained from anyone for their photo to be used. He added that he would not recommend they take photos of doctors and patients for the website. He proposed that a title of “Legal Regulatory” might be better than “Compliance” for the new tab proposed by Commissioner Ford.

Chair Coen said she was undecided about removing the funding application box on the “Home” page. Ms. Tebo said that she had removed it the previous Friday since the verbiage about the mandatory Q & A meeting was no longer relevant.

CAC Member Randa Mayers suggested a separate tab for a calendar.

Attorney Small said a new tab could be titled “Our Board,” and the “About Us” page should be a description about the WVHA; he pointed out that the Board had previously approved verbiage about the WVHA, and it could be used on the page. He stated that Florida Statutes require the official address for the Board members, and it is the reason the commissioners’ home addresses were listed on the website. Commissioner Ford suggested they might use the PO Box address in lieu of home addresses.

There was discussion regarding the “How to Apply” text box on the “Economic Impact” page. Chair Coen said it was confusing language when she looked at it online, and she preferred the simple version in the presentation. Ms. Tebo said she had edited it after Commissioner Ford created the PowerPoint presentation to add RAAO’s phone number and delete extension numbers for THND. She added that she could remove the additional language to make it simpler.

Attorney Small recommended that the link to the State of Florida CFO be moved from the “Partners” page to the new legal regulatory page.

On the “Contact Us” page, Chair Coen said she preferred the links to email addresses be removed and list the addresses instead. There was discussion regarding removing references to the WVHA and CAC and leaving intact the contact information for the administrator and professional staff.

Commissioner Ford said he would make revisions and bring updates to the next meeting.

Eligibility Guidelines

Chair Coen asked Chris Booker if THND had any suggestions. Mr. Booker said that they had not seen any trends or issues to bring forward, and he had not received any recommendations from the other agencies.

Commissioner Ford suggested that the Real ID could be used in lieu of the two forms of identification currently required.

Attorney Small said that the intended purpose of two forms of identification is to prevent fraud, and it was not intended to make the process onerous. He noted that when he goes to the airport, they scan his license for verification. He asked Mr. Booker if THND has the same technology. Mr. Booker answered they do not.

Commissioner Manning asked if they go through all the pages of the guidelines with the applicants.

Attorney Small said it is not necessary for the applicants to read all the guidelines, and it is intended for people performing the application screening.

Ms. Tebo asked the Board to hang on to their copies of the guidelines for the next two meetings.

Sponsorship Request for Healing Stations at BIPOC Mental Health Fair – Investing in Community Wellness (Commissioner Ford)

Commissioner Manning said the largest amount ever given was \$1,000, and it was about ten years prior. She noted that people usually come forward to the Board personally when they are asking for support.

Commissioner Ford said that the individual thought that WVHA commissioners had the ability to sponsor events like the City of Deltona Commissioners and other governmental entities.

Chair Coen noted that the Board spent quite a bit for marketing several years back on the website and bus stop advertising.

Attorney Small confirmed that the Board did spend considerably more than the current request at that time for marketing; that there is nothing in the WVHA enabling legislation that allows the Board to spend money to support organizations that have no direct correlation to either health care or access to health care; that it would have to be couched in terms of what is the marketing benefit to the WVHA to promote visibility of the health card program to the people that are being targeted; that as people approach Board members, he suggests members relay that the WVHA does not do sponsorships; and that if the Board does not see this as a credible way to promote health care or access to health care marketing, they should not request this individual to appear in person before the Board.

Chair Coen said that the estimated remaining balance through September 30th in the advertising line item would be about \$6,000 after conferring with Ms. Tebo regarding the required advertising for public meetings in the newspaper.

Motion 028 – 2025 Commissioner Manning moved to remove the item from consideration. Commissioner Ford seconded. The motion passed 3-0-2.

Respectful Behavior Amongst Commissioners (Commissioner Manning)

Commissioner Manning said that at this time, she would like to remove the item from the agenda .

Votran Bus Routes Available for Advertising

Ms. Tebo stated that she researched the west-side bus routes following the previous discussion; that Votran has two primary routes on the west side; that one services DeBary, Deltona, and Orange City, and the other services DeLand and Orange City mainly on 17-92; that she emailed the route map to the Board; that if the Board ever wants to move forward with the advertising, the non-profit rate sheet was included in the packet; and that she is not suggesting the Board move forward with it, and this is information she did not have when it was discussed two months ago.

There was no action taken by the Board.

Consideration of miCare Clinic Consolidation

Chair Coen stated that Ms. Tebo talked to Commissioner Craig earlier before the meeting, and she asked the Board to table the item so that she would be able to participate in the discussion. There

was no objection to tabling the item.

Chair Coen said that after the last meeting, she consulted with Jennifer Ambs, the Chief Financial Officer of AdventHealth to get her recommendation and review the documents presented to the Board regarding consolidation. She noted that Ms. Tebo forwarded Ms. Ambs email to the Board and printed hard copies.

Administrator Report

Ms. Tebo reminded everyone that the Day of the Child festival in Pierson would be held on April 26th. She advised the Board that the monthly West Volusia Collaborative meeting coordinated by Lisa Garren of Community Legal Services would be held in person at the DeLand miCare Clinic on May 28th at noon.

Finance Report

March Financials

Approval of Disbursements – Check Register & Estimated Expenditures

Ms. Tebo informed the Board that adjustments were made to the ER and hospital line items following the reprocessing of claims they spoke about in the last meeting. She said that as of today, the hospital budget expenditures are at 53%, and the ER expenditures are at 46%.

Motion 029-2025 Commissioner Manning moved to approve, authorize, and warrant the payment of the bills outlined in the check register presented by James Moore & Co, a \$2 million transfer from Ameris Money Market to Ameris Operating, and estimated expenditures for the next month totaling \$3,855,139. Commissioner Ford seconded the motion. The motion passed 3-0-2.

Legal Update

Attorney Small said he primarily wanted to make the new commissioners aware of the Select Internal Organizational Policies of the WVHA adopted in November 2020 and amended on 4/6/21; that if the Board has any suggested changes, they can consult with him to revise and modify them; that they can also create additional rules that might be needed, such as the earlier issue of recurring sponsorship requests; that the Board has never adopted bylaws; that it is intentionally short and not dense or legalistic; and that he wanted to ensure everyone is aware of them, and they can come back to work on them at any time the Board desires to do so.

Chair Coen asked if their fund and investment policies correlate to the internal organization policies. Attorney Small responded that those are financial policies, and this is how the Board operates and handles its internal governance; that the email and text messaging policy was suggested by the Auditor General and was added in 2021; that he consolidated those from 2020 and 2021; that he modified the portion relating to electronic records to replace Eileen Long's name and email address with that of Ms. Tebo; and that the modification along with any other updates or amendments should be adopted as a consolidated set of amendments at a future meeting, with the date to be determined by the Board.

Attorney Small informed the Board that the Medicaid Match case is scheduled for oral arguments at 9:00 a.m. on May 6th in Bunnell.

Upcoming – CAC Preliminary Ranking Meeting on 5/6/25 and WVHA Board Meeting on 5/15/25

Chair Coen reminded everyone of the upcoming meetings and thanked everybody for their input

and participation.

Adjournment

There being no further business to come before the Board, the meeting was adjourned at 7:21 p.m.

Adjournment - Jennifer Coen, Chair



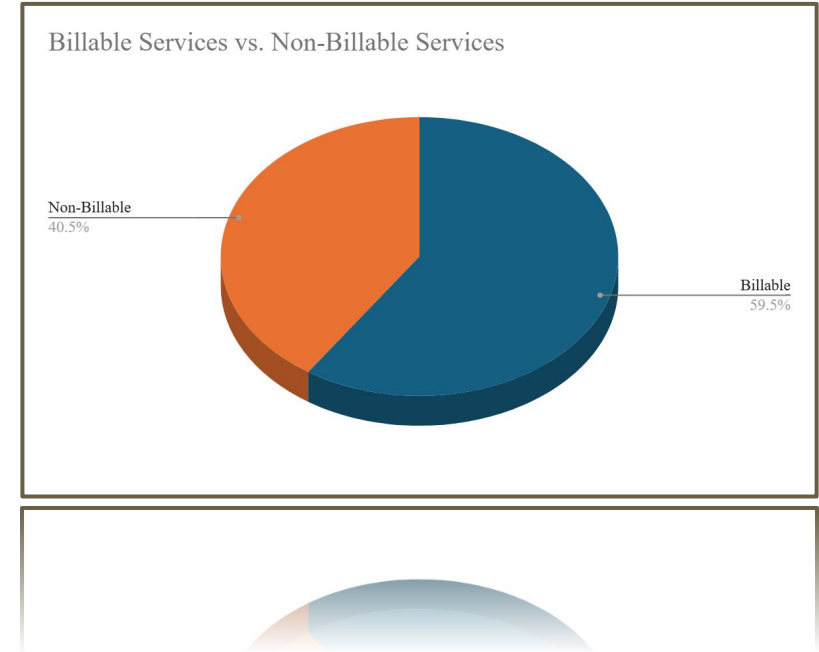
FY 2024-2025 HIV Program Verbal Report

May 15, 2025

Combined Services Provided Billable and Nonbillable

RAAO's HIV programs focused on HIV education, prevention and treatment and have a proven record of effectiveness in reducing new infections, improving patient outcomes, and increasing access to care.

- Individual HIV Testing - 572
 - Positivity Rate <1% 85,800
- Individual HIV Counseling - 475
47,500
- Continuum of Care & Case
Management - 1,322 33,050
- Medical Transportation - 58 1,450



EFFICACY
Getting things done

EFFECTIVENESS
Doing the right things

EFFICIENCY
Doing things right

Services Provided

Billable Services

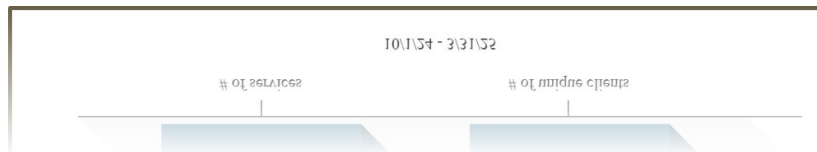
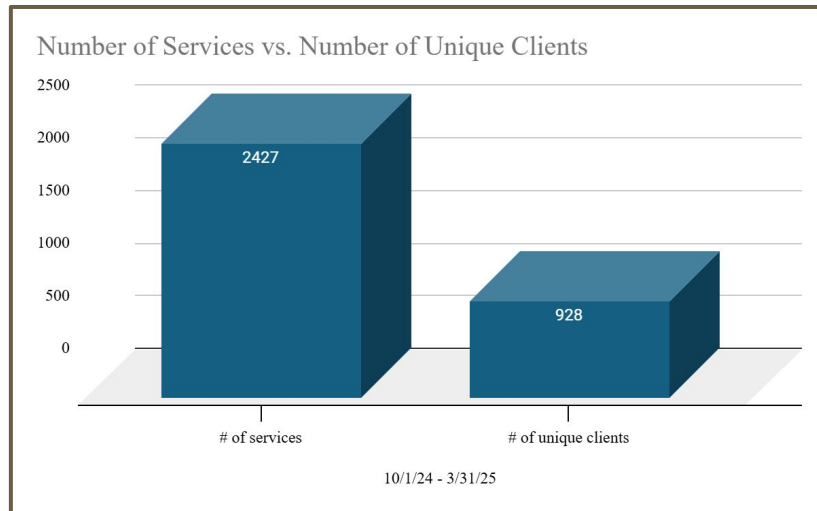
- Individual HIV Testing - 489
 - Positivity Rate <1%
- Individual HIV Counseling - 330
- Continuum of Care & Case Management - 581
- Medical Transportation - 58

Non-Billable Services

- Individual HIV Testing - 83
 - Positivity Rate <1%
- Individual HIV Counseling - 145
- Continuum of Care & Case Management - 741
- Medical Transportation - 15

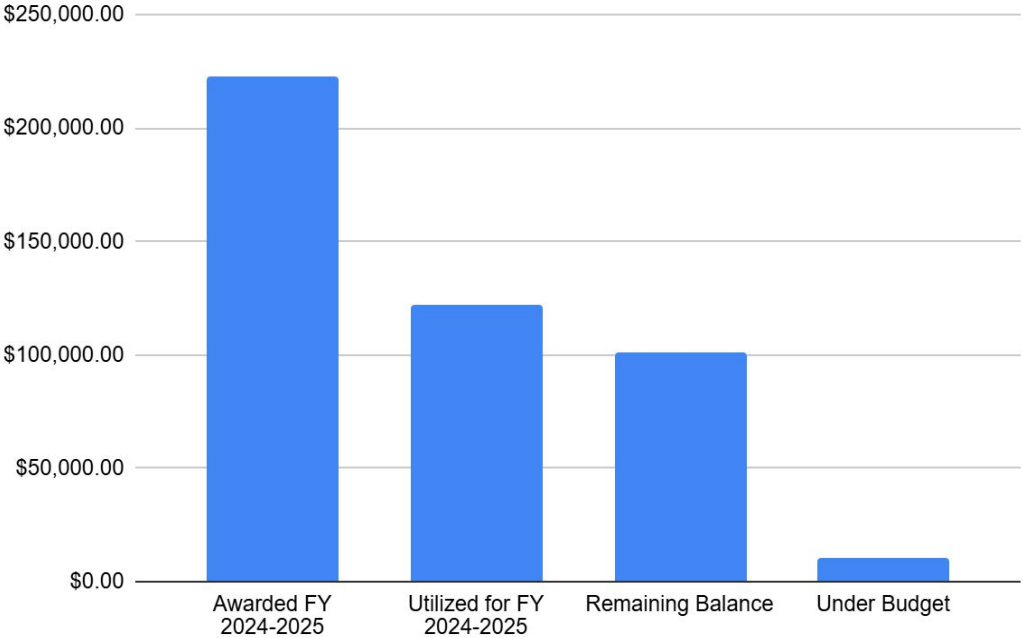
October 1, 2024 - March 31, 2025

- Number of Unique Clients: 928
- Number of Services Billed: 2,427
 - Average of 2.6 services per client
- Total Billed to WVHA: \$121,950



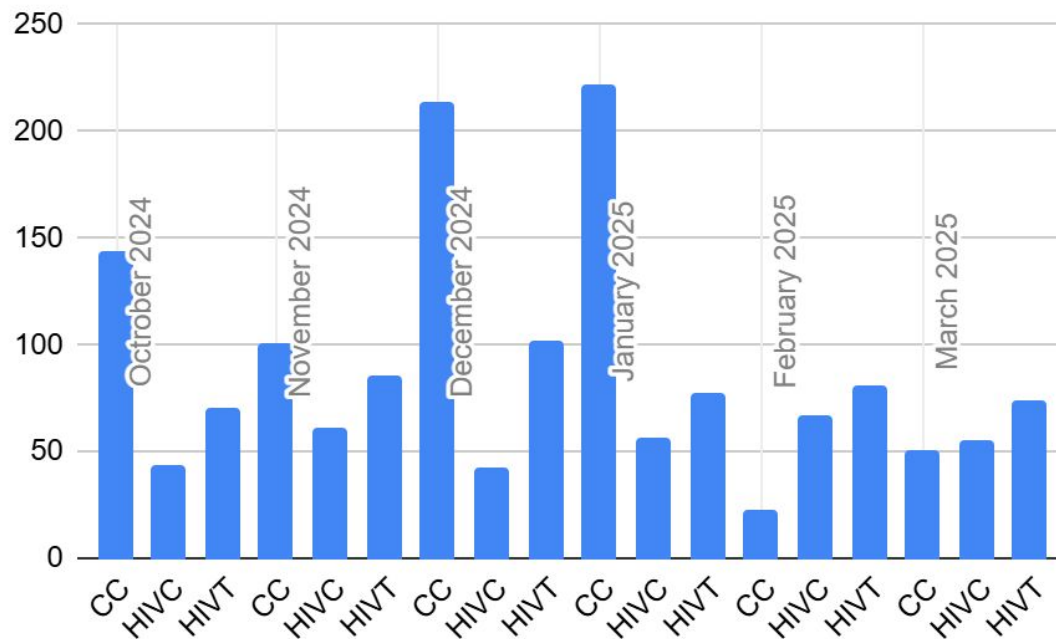
Budget Allocation Efficacy

October 2024- March 2025

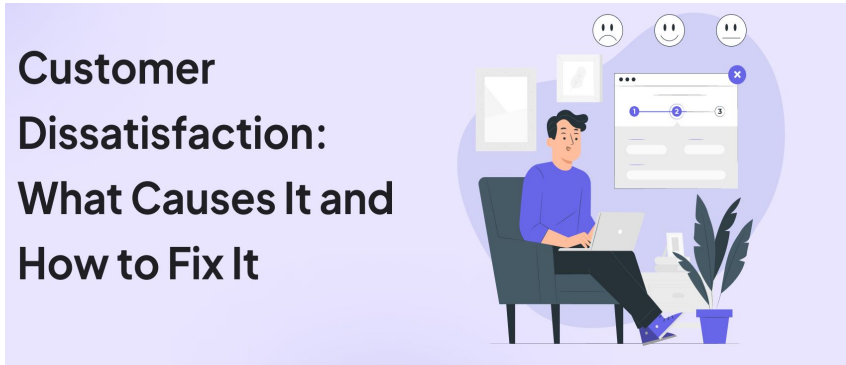


Awarded FY 2024-2025	\$223,017.00
Utilized for FY 2024-2025	\$121,950
Remaining Balance	\$101,067
Under Budget	\$10,441.50

HIV Funding Monthly Utilization



Understanding the root causes of dissatisfaction is crucial to RAAO. We acknowledge this and are taking measures to prevent it and effectively manage unhappy customers. Addressing their issues promptly and appropriately is at our forefront. Our hopes are to turn the negative experiences into opportunities for improvement and loyalty.



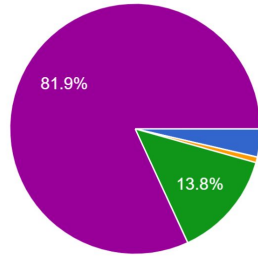
Our Solution:

RAAO will focus on active listening, show empathy, apologise sincerely, offering solutions, and take action to resolve their issues. We are trained to stay calm, be professional, and avoid taking the customer's anger personally. Following up with the customer to ensure their satisfaction and use their feedback for improvement.

Customer Satisfaction Survey Results

The cleanliness of the facility is well maintained

138 responses

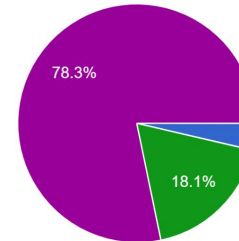


- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly Agree



RAAO employees create a positive and welcoming environment

138 responses

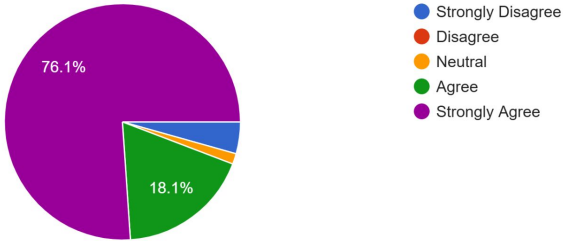


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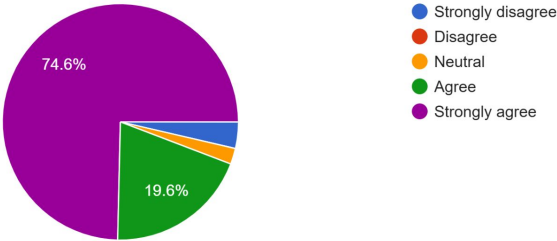
Customer Satisfaction Survey Results



I felt comfortable and respected while discussing with case managers/counselors today
138 responses



The services we offer are explained clearly and fully
138 responses



Client Satisfaction Survey Comments

- "RAAO is a great place to go They will help to the end I'm really happy with there service great peoples god bless"
- "Open mind easy to work with"
- "RAAO is a wonderful place"
- "seem like they love to help everyone of us always have positive vibes when I come here. I believe they are good at what everyone who works here do. I will tell people to come here."
- "Everyone was very helpful and understanding. Staff was very knowledgeable"
- "Loving kind helpful respectful people to myself"
- "great place to come and get help you need"



3-26-25

Dear Brenda, John, and RAAO staff,

I want to take this time to thank you for the services you have made available to me and all of the things that you have done for us over the past twelve years. From helping with applications for social security and food stamps, giving us water and food, as well as making it possible for me to receive mail. You have also at times helped me with medication that was required and you went above and beyond anything I needed assistance with. Your services are an asset and a blessing to the homeless community. Thank you for your support, caring compassion, and thank you for the step up to self sufficiency. You are welcome to get in touch with me any time.

Sincerely,

Michelle Patterson

TESTIMONY LETTER FROM RAAO CLIENT

"So I just got out of jail and I started my new journey in Deland. I'm not from this area and i didnt know where to go or what to do but I knew I needed help. I went to the bus stop because I was on my way to probation. I met a homeless guy who said he'd show me around Deland. He helped me find the places I needed to go and one of those places was RAAO. He didn't tell me much about them, he just said they could help me. As soon as they opened the door my life would change and i didnt even know it yet. They welcomed me with open arms. They never judged me or asked too many questions, they just wanted to help me. They helped me with everything. They all were so nice and wanted to do whatever they could to help. They helped me with everything I needed. I got an ID, mailing address, food stamps, HIV test, fed me, even took me to a local housing program on their time off. No questions asked. All they wanted to do was help me better my life, I even started my community service hours with them. They saw that I was in need and helped me with everything. They even allowed me to sleep on the property for the night. It's a safe place here for the homeless. Everyone at RAAO has God in their life and wants to help people in need. I'm so glad I came here and met them because they have been the biggest help for me. They treat you like family when you are a complete stranger. All they want to do is help people in need. This is the place to go if anyone needs anything. They are the best here at RAAO.

Adam Hogan

RAAO's CEO Founder Significant Achievements

Given the limited financial assistance resources available in DeLand, the HIV Program initiative addresses a significant need within the community. Our established rapport with local residents, combined with our collaboration with nationally recognized organizations demonstrates our commitment to advancing health equity.

RAAO's Founder, Ms Brenda Flowers Dalley, has been recognized nationally by Robert Wood Johnson Foundation and AIDS United for health equity, Humanitarian of the Year in Florida's Northeast Region.

Also receiving numerous awards, including 2024 DeLand Woman of the Year, JSL; 2024 Alpha Kappa Kappa, Citizen of the Year; 2024 Hidden Treasures Award, Delta Sigma Fi, 2024 Community Partner of the Year, Stetson University,

These awards are a reflection of Brenda's dedication and effectiveness in providing community based, grass root programs.

These accomplishments highlight the timeliness and relevance of this project, making it deserving of funding to further empower and uplift the residents of West Volusia County.



THANK YOU

Any Questions?



FY 2024-2025 WVHA Health Card Prescreening Verbal Report

May 15, 2025

What is the RAAO Health Card Pre Screening Program

The Authority has engaged RAAO to provide services to assist in pre-screening applicants for the WVHA Health Card.

RAAO's overall scope of services shall include outreach to uninsured residents in economically challenged communities (particularly to impoverished areas of Spring Hill, Dunn's Bottom, the DeLand Woods (homeless camps), Pierson, Deltona, Debary, etc

These dedicated outreach efforts will help break down barriers related to transportation, identity verification, and documentation of income and assets.

Together, we will ensure that everyone has the opportunity to access the WVHA Health Card Program and improve their health and well-being. Let's make a positive impact in our communities!.

Remove Barriers



RAAO's **WVHA Health Card Pre-Screening Program** is a vital initiative ensuring uninsured and underserved populations in West Volusia can access healthcare by pre screening and assisting with meeting eligibility requirements..

This Program provides outreach, enrollment, and supportive services, improving health outcomes and reducing emergency healthcare costs *for* the community.

Improve Access to Care



RAAO's Transforming Access

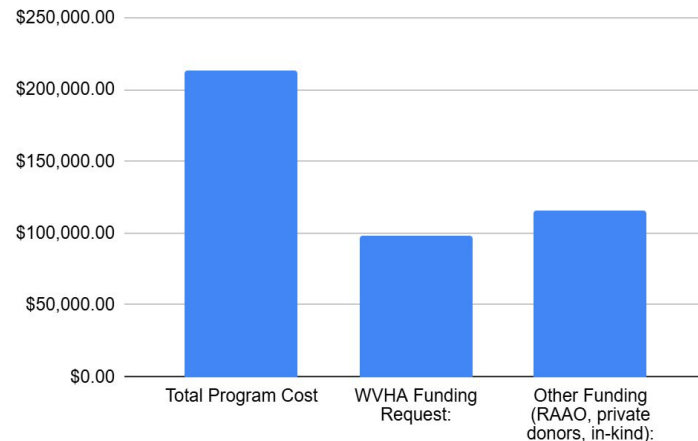
We empower clients by offering essential support services, including:

- Procurement and transportation for acquiring state IDs, birth certificates, and social security cards.
- Specialized help for marginalized applicants to obtain health cards.
- Transportation for medical appointments and application processing.
- Coverage for co-pays, emergency accommodations, ie.. Mental Health crisis, translation, and systems navigation assistance.
- Engaging outreach to inform communities about the WVHA Health Card program through events and partnerships.
- Personalized assistance for pre-screening and enrollment services for the WVHA Health Card program.
- Timely enrollment notifications to help clients navigate the process easily.
- Follow-up services to maintain active health card status.

Together, we're committed to making healthcare accessible for everyone!

WVHA Pre-Screening Funding Proposal Efficacy

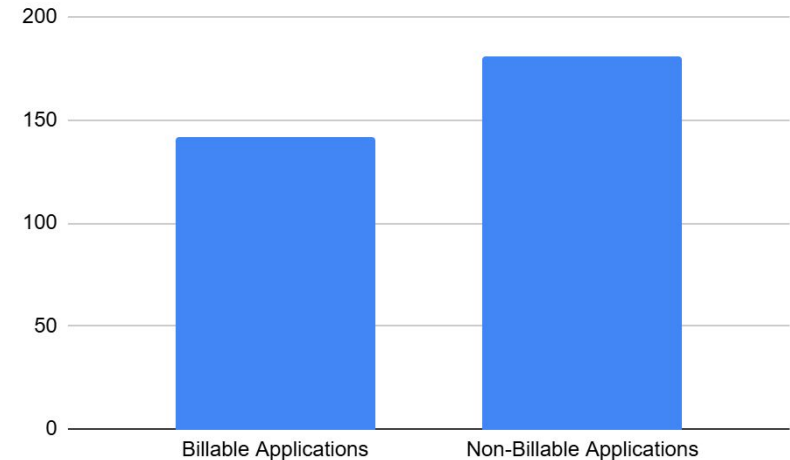
- Total Program Cost: \$213,397.75
- WVHA Cost Per Screening Service:
\$192.00 (reimbursement)
- WVHA Funding Request: \$97,742.40
- Other Funding (RAAO, private donors, in-kind):
\$115,655.35



RAAO is dedicated to maximizing taxpayer savings by offering around 30 Healthcare Marketplace policies to individuals who do not qualify for the WVHA Health Card. We have also partnered with community primary care providers to serve individuals as an alternative to visiting the emergency room.

Combined Services Provided Billable and Nonbillable

- Billable Applications Submitted for Pre-Screening: 142
- Non-Billable Applications: 181
- Health Cards Issued:



Our Efficacy and Effectiveness

Goals:

Reach 600+ people with educational outreach about the WVHA HC program.

Achievements: in approximately 48 outreaches with an estimated average of 10 people each = 480 or 80%

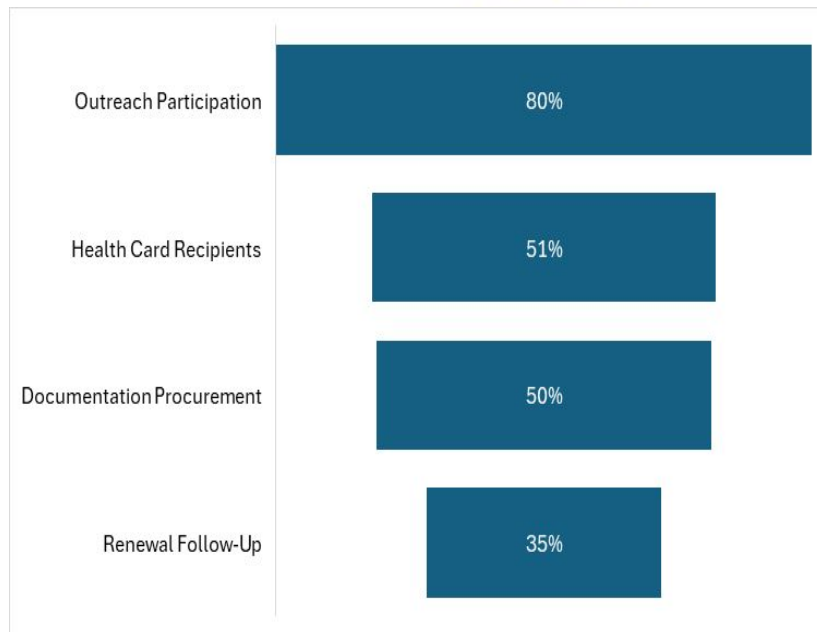
Assist 276 residents in securing health card enrollment.

Achievements: RAAO has exceeded the semi-annual goal by meeting this requirement 51.4%

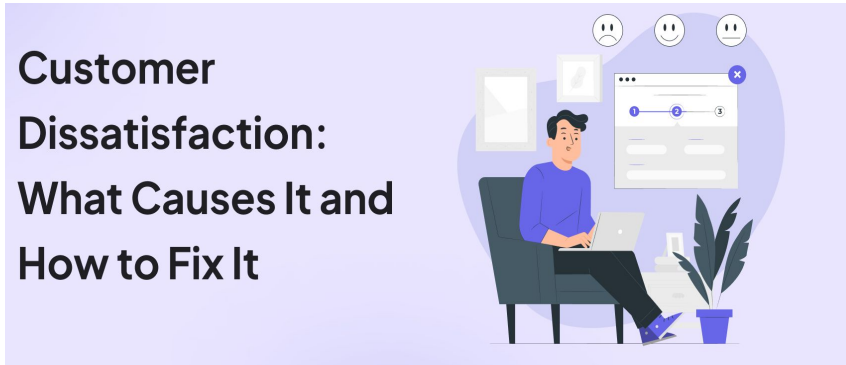
Help eligible applicants obtain necessary identification documents and meet WVHA eligibility requirements.

Achievement: 138 clients have obtained all required eligibility documents (50% of anticipated total applications)

Follow up with all clients to maintain active health card status. Not an exact average, *This is hindered by THND re-enrollment letters diverting some RAAO clients to THND.*



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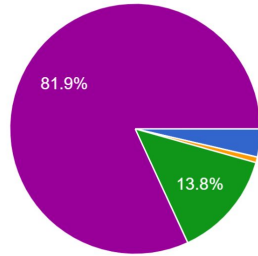
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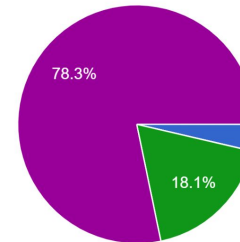


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- Disagree
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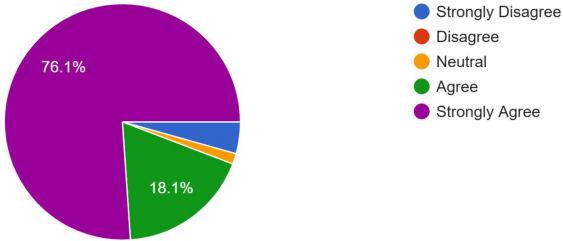
- Strongly disagree
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Customer Satisfaction Survey Results



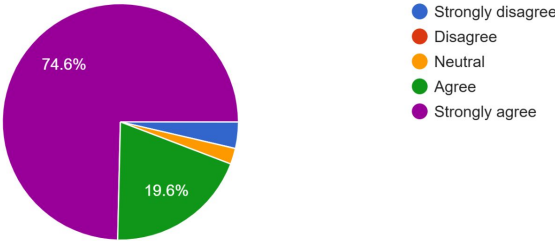
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138 responses



Client Satisfaction Survey Comments

- "RAAO is a great place to go They will help to the end I'm really happy with there service great peoples god bless"
- "Open mind easy to work with"
- "RAAO is a wonderful place"
- "seem like they love to help everyone of us always have positive vibes when I come here. I believe they are good at what everyone who works here do. I will tell people to come here."
- "Everyone was very helpful and understanding. Staff was very knowledgeable"
- "Loving kind helpful respectful people to myself"
- "great place to come and get help you need"



3-26-25

Dear Brenda, John, and RAAO staff,

I want to take this time to thank you for the services you have made available to me and all of the things that you have done for us over the past twelve years. From helping with applications for social security and food stamps, giving us water and food, as well as making it possible for me to receive mail. You have also at times helped me with medication that was required and you went above and beyond anything I needed assistance with. Your services are an asset and a blessing to the homeless community. Thank you for your support, caring compassion, and thank you for the step up to self sufficiency. You are welcome to get in touch with me any time.

Sincerely,

Michelle Patterson

TESTIMONY LETTER FROM RAAO CLIENT

"So I just got out of jail and I started my new journey in Deland. I'm not from this area and i didnt know where to go or what to do but I knew I needed help. I went to the bus stop because I was on my way to probation. I met a homeless guy who said he'd show me around Deland. He helped me find the places I needed to go and one of those places was RAAO. He didn't tell me much about them, he just said they could help me. As soon as they opened the door my life would change and i didnt even know it yet. They welcomed me with open arms. They never judged me or asked too many questions, they just wanted to help me. They helped me with everything. They all were so nice and wanted to do whatever they could to help. They helped me with everything I needed. I got an ID, mailing address, food stamps, HIV test, fed me, even took me to a local housing program on their time off. No questions asked. All they wanted to do was help me better my life, I even started my community service hours with them. They saw that I was in need and helped me with everything. They even allowed me to sleep on the property for the night. It's a safe place here for the homeless. Everyone at RAAO has God in their life and wants to help people in need. I'm so glad I came here and met them because they have been the biggest help for me. They treat you like family when you are a complete stranger. All they want to do is help people in need. This is the place to go if anyone needs anything. They are the best here at RAAO.

Adam Hogan

RAAO's CEO Founder Significant Achievements


Given the limited financial assistance resources available in DeLand, the HIV and Pre Screening Programs initiative addresses a significant need within the community. Our established rapport with local residents, combined with our collaboration with nationally recognized organizations demonstrates our commitment to advancing health equity.

RAAO's Founder, Ms Brend Flowers Dalley, has been recognized nationally by Robert Wood Johnson Foundation and AIDS United for health equity, Humanitarian of the Year in Florida's Northeast Region.

Also receiving numerous awards, including 2024 DeLand Woman of the Year, JSL; 2024 Alpha Kappa Kappa, Citizen of the Year; 2024 Hidden Treasures Award, Delta Sigma Fi, 2024 Community Partner of the Year, Stetson University,




These awards are a reflection of Brenda's dedication and effectiveness in providing community based, grass root programs.

These accomplishments highlight the timeliness and relevance of this project, making it deserving of funding to further empower and uplift the residents of West Volusia County.



"There weren't many resources and there weren't many services here for people like me. And I wanted to have a presence here for people that were at risk or had HIV, so I started Rising Against All Odds from a street corner handing out condoms with a poster board with magic marker on it."

— Brenda Flowers
Recipient of the Robert Wood Johnson Foundation - AIDS United Award for Health Equity





THANK YOU

Any Questions?



EBMS

April 24, 2025

Submission Report for
WVHA Board Members

Table of Contents

Executive Summary Current Month & YTD1

PCORI Membership Count (*Enrollment by Month*).....5

Enrollment Counts by Postal Code6

Tier Census7

Benefit Analysis Summary Current Month & YTD.....9

Summary of Claims Paid by Location.....11

Paid Amount by PCP Encounters Current Month & YTD.....13

Claims paid by Month15



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

3/1/2025 to 3/31/2025

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	7385		Charges	\$3,998,535	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$3,699,765	Addl Info Not Provided	\$40,377	1.01%
Medical	\$610,869	\$397	Allowed	\$298,770	Duplicate Charges	\$818,462	20.47%
Professional	\$279,672	\$182	less Member	\$5,238	Employee Ineligible	\$2,026	0.05%
Facility	\$331,197	\$215	less Adjustments	-\$317,337	Plan Limitations	\$724,107	18.11%
PBM	\$0	\$0	Paid Benefit	\$610,869	Cost Savings	\$2,101,697	52.56%
Total Plan Paid:	\$610,869	\$397	plus Admin Costs	\$395,883	UCR Reductions	\$529	0.01%
			Total Plan Paid:	\$1,006,752	Other	\$12,567	0.31%
					Total:	\$3,699,765	92.53%

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
3/31/2025	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	47	39	86	0	0	0	0	86	0	0
20 to 25	32	46	78	0	0	0	0	78	0	0
26 to 29	37	35	72	0	0	0	0	72	0	0
30 to 39	125	130	255	0	0	0	0	255	0	0
40 to 49	163	186	349	0	0	0	0	349	0	0
50 to 59	184	223	407	0	0	0	0	407	0	0
60 to 64	103	110	213	0	0	0	0	213	0	0
65 and Older	30	50	80	0	0	0	0	80	0	0
Totals	721	819	1540	0	0	0	0	1540	0	0
Average Age	45.08	46.35	45.75	0.00	0.00	0.00	0.00	45.75	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 3/31/2025	Employee	Spouse	Dependent
Florida Cancer Specialists	83	\$75,091	0 to 19	\$2,523	\$0	\$0
PHPTS Of Ormond Beach	15	\$62,189	20 to 25	\$18,406	\$0	\$0
Deland Dialysis	54	\$40,176	26 to 29	\$36,808	\$0	\$0
Medical Center Of Deltona	36	\$34,333	30 to 39	\$67,076	\$0	\$0
Quest Diagnostics Tampa	354	\$21,377	40 to 49	\$117,543	\$0	\$0
06 Radiology Associates	113	\$14,291	50 to 59	\$245,187	\$0	\$0
Wellness Avenue Surgery	20	\$12,415	60 to 64	\$82,833	\$0	\$0
Gastroenterology Of	66	\$12,225	65 and Older	\$40,493	\$0	\$0
Quest Diagnostics Nichols	67	\$11,621	Totals	\$610,869	\$0	\$0
Deltona Dialysis	17	\$10,242				

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	\$25,351	43	\$1,090,093
December 24	\$653,847	Dental	\$0	13	\$0
January 25	\$697,904	Vision	\$0	56	\$0
February 25	\$1,213,843	RX	\$0	51	\$0
March 25	\$610,869	Total:			\$1,090,093
Total:	\$4,627,624				



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 3/1/2025 to 3/31/2025
Location: All
Department: All
Benefit Plan: All
TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
AMBULANCE	6	\$2,583	\$2,583	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	50	\$42,927	\$42,642	\$285	\$0	\$0	\$285	0.05%
CHIROPRACTIC	57	\$4,256	\$2,540	\$1,716	\$281	\$0	\$1,434	0.23%
DIALYSIS	108	\$1,838,656	\$1,783,225	\$55,431	\$0	\$0	\$55,431	9.07%
DME/APPLIANCE	6	\$1,084	\$1,084	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	550	-\$2,434,798	-\$1,960,615	-\$474,182	-\$3,963	\$0	-\$470,219	-76.98%
HOME HEALTH CARE	1	\$55	\$55	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	290	\$335,485	\$332,759	\$2,726	\$0	\$0	\$2,726	0.45%
INPATIENT PHYS	245	\$66,292	\$50,439	\$15,853	\$0	\$0	\$15,853	2.60%
IP HOSP CHARGES	122	\$2,182,275	\$1,862,808	\$319,467	\$2,200	\$0	\$317,267	51.94%
MATERNITY	4	\$3,000	\$3,000	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	27	\$3,057	\$2,307	\$750	\$130	\$0	\$620	0.10%
OFFICE VISIT	862	\$101,636	\$61,900	\$39,736	\$3,179	\$0	\$36,558	5.98%
OP PHYSICIAN	179	\$72,651	\$63,219	\$9,432	\$138	\$0	\$9,293	1.52%
OTHER	227	\$0	\$0	\$0	\$0	-\$317,337	\$317,337	51.95%
OUTPAT HOSP	15	-\$46,390	-\$29,276	-\$17,114	\$276	\$0	-\$17,390	-2.85%
PSYCHIATRIC	100	\$70,365	\$38,580	\$31,784	\$555	\$0	\$31,229	5.11%
RADIATION /CHEMO	57	\$355,869	\$277,683	\$78,186	\$37	\$0	\$78,149	12.79%
SUBS ABUSE	5	\$73,164	\$36,582	\$36,582	\$0	\$0	\$36,582	5.99%
SURG FACILITY	50	\$588,248	\$514,404	\$73,844	\$750	\$0	\$73,094	11.97%
SURGERY	193	\$34,117	\$25,567	\$8,550	\$0	\$0	\$8,550	1.40%
SURGERY IP	13	\$6,819	\$3,562	\$3,256	\$0	\$0	\$3,256	0.53%
SURGERY OP	34	\$32,451	\$24,864	\$7,587	\$0	\$0	\$7,587	1.24%
THERAPY	383	\$39,407	\$29,105	\$10,302	\$830	\$0	\$9,472	1.55%
URGENT CARE	30	\$4,252	\$3,117	\$1,135	\$239	\$0	\$896	0.15%
WELLNESS	667	\$49,133	\$40,037	\$9,096	\$0	\$0	\$9,096	1.49%
XRAY/ LAB	3434	\$571,944	\$487,594	\$84,349	\$586	\$0	\$83,764	13.71%
Totals:	7715	\$3,998,535	\$3,699,765	\$298,770	\$5,238	-\$317,337	\$610,869	



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2024 to 3/31/2025
Location: All

Department: All
Benefit Plan: All
TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	46010		Charges	\$39,016,509	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$34,666,348	Addl Info Not Provided	\$394,169	1.01%
Medical	\$4,627,624	\$501	Allowed	\$4,350,161	Duplicate Charges	\$1,924,917	4.93%
Professional	\$2,101,421	\$227	less Member	\$68,665	Employee Ineligible	\$2,026	0.01%
Facility	\$2,526,203	\$273	less Adjustments	-\$346,129	Plan Limitations	\$7,627,175	19.55%
PBM	\$0	\$0	Paid Benefit	\$4,627,624	Cost Savings	\$24,643,086	63.16%
Vision	\$0	\$0	plus Admin Costs	\$1,973,889	UCR Reductions	\$3,053	0.01%
Total Plan Paid:	\$4,627,624	\$501	Total Plan Paid:	\$6,601,513	Other	\$71,922	0.18%
					Total:	\$34,666,348	88.85%

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
3/31/2025	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	47	39	86	0	0	0	0	86	0	0
20 to 25	32	46	78	0	0	0	0	78	0	0
26 to 29	37	35	72	0	0	0	0	72	0	0
30 to 39	125	130	255	0	0	0	0	255	0	0
40 to 49	163	186	349	0	0	0	0	349	0	0
50 to 59	184	223	407	0	0	0	0	407	0	0
60 to 64	103	110	213	0	0	0	0	213	0	0
65 and Older	30	50	80	0	0	0	0	80	0	0
Totals	721	819	1540	0	0	0	0	1540	0	0
Average Age	45.08	46.35	45.75	0.00	0.00	0.00	0.00	45.75	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 3/31/2025	Employee	Spouse	Dependent
Florida Cancer Specialists	595	\$696,246	0 to 19	\$14,055	\$0	\$0
Adventhealth Deland	591	\$466,767	20 to 25	\$71,327	\$0	\$0
Adventhealth Fish	516	\$434,506	26 to 29	\$162,485	\$0	\$0
Halifax Hospital Medical	104	\$373,737	30 to 39	\$610,872	\$0	\$0
Medical Center Of Deltona	116	\$333,163	40 to 49	\$787,954	\$0	\$0
Deland Dialysis	317	\$289,074	50 to 59	\$1,627,223	\$0	\$0
Quest Diagnostics Tampa	2034	\$128,639	60 to 64	\$855,327	\$0	\$0
PHPTS Of Ormond Beach	44	\$109,426	65 and Older	\$498,382	\$0	\$0
06 Radiology Associates	798	\$95,245	Totals	\$4,627,624	\$0	\$0
Wellness Avenue Surgery	131	\$85,757				

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	\$25,351	43	\$1,090,093
December 24	\$653,847	Dental	\$0	13	\$0
January 25	\$697,904	Vision	\$0	56	\$0
February 25	\$1,213,843	RX	\$0	51	\$0
March 25	\$610,869	Total:			\$1,090,093
Total:	\$4,627,624				



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2024 to 3/31/2025
Location: All
Department: All
Benefit Plan: 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	29	\$62,156	\$62,156	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	324	\$395,251	\$321,619	\$73,632	\$0	\$0	\$73,632	1.59%
CHIROPRACTIC	197	\$14,649	\$8,505	\$6,144	\$951	\$0	\$5,192	0.11%
COVID-19	7	\$850	\$850	\$0	\$0	\$0	\$0	0.00%
DIALYSIS	564	\$11,549,427	\$11,193,233	\$356,194	\$0	\$0	\$356,194	7.70%
DME/APPLIANCE	36	\$16,971	\$16,971	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	2745	\$6,242,925	\$5,803,527	\$439,398	\$18,010	\$0	\$421,387	9.11%
HOME HEALTH CARE	2	\$492	\$492	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	1577	\$1,257,820	\$1,254,796	\$3,024	\$0	\$0	\$3,024	0.07%
INPATIENT PHYS	1622	\$438,913	\$332,873	\$106,041	\$0	\$0	\$106,041	2.29%
IP HOSP CHARGES	218	\$5,451,929	\$4,805,592	\$646,337	\$3,800	\$0	\$642,537	13.88%
MATERNITY	17	\$24,600	\$24,600	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	134	\$26,609	\$22,941	\$3,668	\$607	\$0	\$3,060	0.07%
OFFICE VISIT	4898	\$684,598	\$438,728	\$245,870	\$19,329	\$0	\$226,541	4.90%
OP PHYSICIAN	1117	\$455,610	\$373,432	\$82,178	\$1,072	\$0	\$81,106	1.75%
OTHER	1282	\$2,393	\$2,329	\$64	\$0	-\$346,129	\$346,193	7.48%
OUTPAT HOSP	180	\$423,048	\$385,203	\$37,844	\$3,627	\$0	\$34,217	0.74%
PSYCHIATRIC	775	\$361,617	\$215,267	\$146,350	\$3,090	\$0	\$143,260	3.10%
RADIATION /CHEMO	751	\$2,665,621	\$1,960,736	\$704,885	\$201	\$0	\$704,684	15.23%
SLEEP DISORDER	14	\$2,249	\$2,249	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	37	\$219,624	\$153,200	\$66,424	\$0	\$0	\$66,424	1.44%
SURG FACILITY	454	\$3,774,067	\$3,200,477	\$573,589	\$7,575	\$0	\$566,014	12.23%
SURGERY	1179	\$216,547	\$157,984	\$58,562	\$0	\$0	\$58,562	1.27%
SURGERY IP	116	\$122,107	\$88,692	\$33,415	\$0	\$0	\$33,415	0.72%
SURGERY OP	238	\$294,608	\$235,074	\$59,534	\$0	\$0	\$59,534	1.29%
THERAPY	2382	\$257,171	\$187,445	\$69,726	\$5,250	\$0	\$64,476	1.39%
URGENT CARE	111	\$20,769	\$16,254	\$4,515	\$939	\$0	\$3,576	0.08%
VISION	4	\$295	\$295	\$0	\$0	\$0	\$0	0.00%
WELLNESS	4821	\$357,308	\$292,322	\$64,985	\$0	\$0	\$64,985	1.40%
XRAY/ LAB	21154	\$3,675,638	\$3,108,054	\$567,584	\$4,214	\$0	\$563,371	12.17%
Totals:	46986	\$39,016,509	\$34,666,348	\$4,350,161	\$68,665	-\$346,129	\$4,627,624	



PCORI Membership Count

Block of Business ID: EBMSI
Client ID: 00532

Eligibility Date: : 1/1/2025 to 3/31/2025

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
1/1/2025	1594	0	1594
2/1/2025	1603	0	1603
3/1/2025	1607	0	1607
Total Member Days			1,601.33



Enrollment Counts by City and State

Block of Business ID:
Client ID:

EBMSI
00532

As Of Date: 3/31/2025

City, State	Employee Count	Dependent Count	Total Count
Astor, FL	3	0	3
De Leon Springs, FL	122	0	122
Debary, FL	38	0	38
Deland, FL	744	0	744
Deltona, FL	381	0	381
Enterprise, FL	1	0	1
Eustis, FL	1	0	1
Lake Helen, FL	9	0	9
Orange City, FL	95	0	95
Osteen, FL	7	0	7
Pierson, FL	93	0	93
Seville, FL	46	0	46
Total	1540	0	1540



Tier Census by Product 3/1/2025

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	1509	697	812	0	0	0	0	1509
		Subtotal for Active:	1509	697	812	0	0	0	0	1509
		Total for Medical:	1509	697	812	0	0	0	0	1509



Tier Census by Product 3/15/2025

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	1507	707	800	0	0	0	0	1507
		Subtotal for Active:	1507	707	800	0	0	0	0	1507
		Total for Medical:	1507	707	800	0	0	0	0	1507



Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 3/1/2025 to 3/31/2025

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
AMBULANCE	6	2,583.10	2,583.10	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	50	42,926.90	559.00	42,083.25	284.65	0.00	0.00	284.65	0.05%
CHIROPRACTIC	57	4,255.56	0.00	2,540.03	1,715.53	281.46	0.00	1,434.07	0.23%
DIALYSIS	108	1,838,656.02	424,731.60	1,358,493.88	55,430.54	0.00	0.00	55,430.54	9.07%
DME/APPLIANCE	6	1,083.82	1,083.82	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	550	-2,434,797.70	137,833.57	-2,098,448.83	-474,182.44	-3,962.94	0.00	-470,219.50	-76.98%
HOME HEALTH CARE	1	55.00	55.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	290	335,485.09	331,598.02	1,161.04	2,726.03	0.00	0.00	2,726.03	0.45%
INPATIENT PHYS	245	66,292.16	26,561.55	23,877.48	15,853.13	0.00	0.00	15,853.13	2.60%
IP HOSP CHARGES	122	2,182,274.72	471,996.27	1,390,811.31	319,467.14	2,200.00	0.00	317,267.14	51.94%
MATERNITY	4	3,000.00	3,000.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	27	3,057.02	0.02	2,307.04	749.96	130.00	0.00	619.96	0.10%
OFFICE VISIT	862	101,636.32	6,187.88	55,712.34	39,736.10	3,178.54	0.00	36,557.56	5.98%
OP PHYSICIAN	179	72,650.81	22,035.00	41,184.15	9,431.66	138.39	0.00	9,293.27	1.52%
OTHER	331	0.00	0.00	0.00	0.00	0.00	-317,336.79	317,336.79	51.95%
OUTPAT HOSP	15	-46,390.43	2,956.81	-32,233.05	-17,114.19	275.82	0.00	-17,390.01	-2.85%
PSYCHIATRIC	100	70,364.52	-2,288.00	40,868.07	31,784.45	555.00	0.00	31,229.45	5.11%
RADIATION /CHEMO	57	355,868.59	37,939.37	239,743.60	78,185.62	36.87	0.00	78,148.75	12.79%
SUBS ABUSE	5	73,164.00	0.00	36,582.00	36,582.00	0.00	0.00	36,582.00	5.99%
SURG FACILITY	50	588,248.36	16,321.89	498,081.99	73,844.48	750.00	0.00	73,094.48	11.97%
SURGERY	193	34,116.77	0.00	25,566.82	8,549.95	0.00	0.00	8,549.95	1.40%
SURGERY IP	13	6,818.70	0.00	3,562.41	3,256.29	0.00	0.00	3,256.29	0.53%
SURGERY OP	34	32,450.54	2,451.00	22,412.83	7,586.71	0.00	0.00	7,586.71	1.24%
THERAPY	383	39,407.00	11,354.00	17,750.74	10,302.26	830.00	0.00	9,472.26	1.55%
URGENT CARE	30	4,251.76	121.00	2,995.97	1,134.79	239.05	0.00	895.74	0.15%
WELLNESS	667	49,132.52	4,438.63	35,598.01	9,095.88	0.00	0.00	9,095.88	1.49%
XRAY/ LAB	3434	571,943.92	60,913.41	426,681.08	84,349.43	585.56	0.00	83,763.87	13.71%
Totals for 00532	7819	3,998,535.07	1,562,432.94	2,137,332.16	298,769.97	5,237.75	-317,336.79	610,869.01	



Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 10/1/2024 to 3/31/2025

	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	29	62,155.70	62,155.70	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	324	395,250.60	32,375.93	289,242.71	73,631.96	0.00	0.00	73,631.96	1.59%
CHIROPRACTIC	197	14,649.32	283.70	8,221.76	6,143.86	951.46	0.00	5,192.40	0.11%
COVID-19	7	849.55	849.55	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	564	11,549,426.74	2,450,872.66	8,742,360.33	356,193.75	0.00	0.00	356,193.75	7.70%
DME/APPLIANCE	36	16,970.58	16,970.58	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	2745	6,242,924.85	2,662,236.19	3,141,290.75	439,397.91	18,010.47	0.00	421,387.44	9.11%
HOME HEALTH CARE	2	492.00	492.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	1577	1,257,819.99	1,251,626.50	3,169.79	3,023.70	0.00	0.00	3,023.70	0.07%
INPATIENT PHYS	1622	438,913.29	151,065.72	181,806.95	106,040.62	0.00	0.00	106,040.62	2.29%
IP HOSP CHARGES	218	5,451,928.98	1,497,290.78	3,308,301.44	646,336.76	3,800.00	0.00	642,536.76	13.88%
MATERNITY	17	24,600.00	24,600.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	134	26,609.00	11,275.00	11,666.46	3,667.54	607.30	0.00	3,060.24	0.07%
OFFICE VISIT	4898	684,597.70	64,786.33	373,941.80	245,869.57	19,328.54	0.00	226,541.03	4.90%
OP PHYSICIAN	1117	455,610.16	61,424.91	312,007.17	82,178.08	1,072.10	0.00	81,105.98	1.75%
OTHER	1475	2,393.00	779.00	1,550.42	63.58	0.00	-346,129.08	346,192.66	7.48%
OUTPAT HOSP	180	423,047.77	79,074.91	306,128.55	37,844.31	3,627.13	0.00	34,217.18	0.74%
PSYCHIATRIC	775	361,617.01	101,269.04	113,997.82	146,350.15	3,090.00	0.00	143,260.15	3.10%
RADIATION /CHEMO	751	2,665,621.07	382,949.18	1,577,786.73	704,885.16	200.82	0.00	704,684.34	15.23%
SLEEP DISORDER	14	2,248.65	2,248.65	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	37	219,623.93	42,418.98	110,780.99	66,423.96	0.00	0.00	66,423.96	1.44%
SURG FACILITY	454	3,774,066.51	272,041.09	2,928,436.03	573,589.39	7,575.00	0.00	566,014.39	12.23%
SURGERY	1179	216,546.59	6,704.70	151,279.42	58,562.47	0.00	0.00	58,562.47	1.27%
SURGERY IP	116	122,106.94	18,956.92	69,734.89	33,415.13	0.00	0.00	33,415.13	0.72%
SURGERY OP	238	294,608.12	27,806.00	207,267.79	59,534.33	0.00	0.00	59,534.33	1.29%
THERAPY	2382	257,171.00	64,354.00	123,091.11	69,725.89	5,250.00	0.00	64,475.89	1.39%
URGENT CARE	111	20,768.76	4,838.24	11,415.43	4,515.09	939.05	0.00	3,576.04	0.08%
VISION	4	295.00	295.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	4821	357,307.90	34,729.73	257,592.73	64,985.44	0.00	0.00	64,985.44	1.40%
XRAY/ LAB	21154	3,675,638.32	450,561.77	2,657,492.33	567,584.22	4,213.52	0.00	563,370.70	12.17%
Totals for 00532	47179	39,016,509.03	9,777,332.76	24,889,015.73	4,350,160.54	68,665.39	-346,129.08	4,627,624.23	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 04:08:28 on 01 April 2025



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 3/1/2025 to 3/31/2025

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
miCareDeLand	1597	320,955.22	0.00	0.00	0.00	0.00	320,955.22
miCareDelton	1542	276,565.87	0.00	0.00	0.00	0.00	276,565.87
miCarePierse	121	13,347.92	0.00	0.00	0.00	0.00	13,347.92
N/A	14	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	3274	610,869.01	0.00	0.00	0.00	0.00	610,869.01



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2024 to 3/31/2025

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	10268	2,587,269.87	0.00	0.00	0.00	0.00	2,587,269.87
miCareDelton	8680	1,889,632.66	0.00	0.00	0.00	0.00	1,889,632.66
miCarePierse	702	150,721.70	0.00	0.00	0.00	0.00	150,721.70
N/A	48	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	19701	4,627,624.23	0.00	0.00	0.00	0.00	4,627,624.23



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 3/1/2025 to 3/31/2025

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	695	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 3/31/2025

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	3656	0.00	0.00	0.00	0.00	0.00	0.00



CLAIMS PAID BY MONTH

Paid Date: 10/1/24 to 3/31/25

Location Name	Month	Hospital	Laboratory	PCP	Speciality	Facility Physician	Total Claims Count	Total Paid Claims	Total Fixed Costs	Employee Count	PEPM Cost/ Employee	Hospital PEPM	Lab PEPM	PCP PEPM	Speciality 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	966	\$357.79	\$119.24	\$24.18	\$0.38	\$214.00	\$0.00
miCareDeLand	11-2024	\$203,463.92	\$24,990.98	\$365.04	\$272,695.74	\$0.00	1788	\$501,515.68	\$0.00	975	\$514.38	\$208.68	\$25.63	\$0.37	\$279.69	\$0.00
miCareDeLand	12-2024	\$133,478.22	\$18,415.92	\$0.00	\$227,953.51	\$0.00	1566	\$379,847.65	\$0.00	979	\$388.00	\$136.34	\$18.81	\$0.00	\$232.84	\$0.00
miCareDeLand	01-2025	\$171,507.75	\$22,164.05	\$0.00	\$207,814.07	\$0.00	1399	\$401,485.87	\$0.00	981	\$409.26	\$174.83	\$22.59	\$0.00	\$211.84	\$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	992	\$642.98	\$346.76	\$24.25	\$2.53	\$269.44	\$0.00
miCareDeLand	03-2025	\$141,897.02	\$23,360.18	\$737.58	\$154,960.44	\$0.00	1566	\$320,955.22	\$0.00	1003	\$320.00	\$141.47	\$23.29	\$0.74	\$154.50	\$0.00
	Subtotal:	\$1,109,524.97	\$136,341.45	\$3,977.62	\$1,337,425.83	\$0.00	10093	\$2,587,269.87	\$0.00	5896	\$438.82	\$188.18	\$23.12	\$0.67	\$226.84	\$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	548	\$998.30	\$654.81	\$38.18	\$0.21	\$305.10	\$0.00
miCareDelton	03-2025	\$138,178.07	\$14,496.96	\$0.00	\$123,890.84	\$0.00	1533	\$276,565.87	\$0.00	541	\$511.21	\$255.41	\$26.80	\$0.00	\$229.00	\$0.00
	Subtotal:	\$983,083.99	\$96,314.21	\$114.69	\$810,119.77	\$0.00	8587	\$1,889,632.66	\$0.00	3347	\$564.58	\$293.72	\$28.78	\$0.03	\$242.04	\$0.00
miCarePierse	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
miCarePierse	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
miCarePierse	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
miCarePierse	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
miCarePierse	02-2025	\$11,134.68	\$1,721.99	\$0.00	\$16,078.16	\$0.00	117	\$28,934.83	\$0.00	63	\$459.28	\$176.74	\$27.33	\$0.00	\$255.21	\$0.00
miCarePierse	03-2025	\$942.74	\$1,383.96	\$0.00	\$11,021.22	\$0.00	121	\$13,347.92	\$0.00	63	\$211.87	\$14.96	\$21.97	\$0.00	\$174.94	\$0.00
	Subtotal:	\$66,226.72	\$10,757.20	\$0.00	\$73,737.78	\$0.00	699	\$150,721.70	\$0.00	385	\$391.48	\$172.02	\$27.94	\$0.00	\$191.53	\$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
N/A	03-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9	\$0.00	\$395,883.47	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	43	\$0.00	\$1,973,889.10	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total:	\$2,158,835.68	\$243,412.86	\$4,092.31	\$2,221,283.38	\$0.00	19425	\$4,627,624.23	\$1,973,889.10	9628	\$685.66	\$224.22	\$25.28	\$0.43	\$230.71	\$0.00

Parameters

Beginning Location:

Ending Location:

Paid Date: 10/1/2024-3/31/2025

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.



EBMS

May 15, 2025

Submission Report for
WVHA Board Members

Table of Contents

Executive Summary Current Month & YTD 1

PCORI Membership Count (*Enrollment by Month*) 5

Enrollment Counts by Postal Code..... 6

Tier Census 7

Benefit Analysis Summary Current Month & YTD..... 9

Summary of Claims Paid by Location... 11

Paid Amount by PCP Encounters Current Month & YTD... 13

Claims paid by Month..... 15



Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 4/1/2025 to 4/30/2025
Location: All

Department: All
Benefit Plan: All
TIN: All

Plan Experience Summary				Cash Flow Summary				Disallowed Charges by Category			
Claim Counts 7245				Charges		\$8,893,567		Disallowed Category		Amount % of Gross	
Claim Type		Total Paid	Per EE/Mo	less Disallowed		\$7,763,605		Addl Info Not Provided		-\$467,510	-5.26%
Medical		\$799,399	\$524	Allowed		\$1,129,962		Duplicate Charges		\$237,696	2.67%
Professional		\$325,545	\$213	less Member		\$13,235		Not Medically...		\$20	0.00%
Facility		\$473,854	\$311	less Adjustments		\$317,328		Plan Limitations		\$2,002,231	22.51%
PBM		\$0	\$0	Paid Benefit		\$799,399		Cost Savings		\$5,975,331	67.19%
Total Plan Paid:		\$799,399	\$524	plus Admin Costs		\$329,739		UCR Reductions		\$593	0.01%
				Total Plan Paid:		\$1,129,138		Other		\$15,244	0.17%
								Total:		\$7,763,605	87.29%
Census											
Census Date: 4/30/2025	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision	
0 to 19	44	40	84	0	0	0	0	84	0	0	
20 to 25	32	44	76	0	0	0	0	76	0	0	
26 to 29	38	34	72	0	0	0	0	72	0	0	
30 to 39	123	126	249	0	0	0	0	249	0	0	
40 to 49	162	181	343	0	0	0	0	343	0	0	
50 to 59	180	224	404	0	0	0	0	404	0	0	
60 to 64	106	107	213	0	0	0	0	213	0	0	
65 and Older	32	52	84	0	0	0	0	84	0	0	
Totals	717	808	1525	0	0	0	0	1525	0	0	
Average Age	45.22	46.46	45.88	0.00	0.00	0.00	0.00	45.88	0.00	0.00	
Top Paid				Plan Payment by Age & Claimant Type							
Name		Claim Count	Paid	Census Date: 4/30/2025		Employee		Spouse		Dependent	
Adventhealth Deland		108	\$344,644	0 to 19		\$2,835		\$0		\$0	
Adventhealth Fish		57	\$165,227	20 to 25		\$13,552		\$0		\$0	
Halifax Hospital Medical		16	\$162,510	26 to 29		\$40,749		\$0		\$0	
Florida Cancer Specialists		91	\$119,549	30 to 39		\$63,433		\$0		\$0	
Deland Dialysis		64	\$48,957	40 to 49		\$137,011		\$0		\$0	
Medical Center Of Deltona		12	\$44,323	50 to 59		\$325,590		\$0		\$0	
Quest Diagnostics Tampa		403	\$23,970	60 to 64		\$171,489		\$0		\$0	
Quest Diagnostics Nichols		77	\$17,006	65 and Older		\$44,740		\$0		\$0	
06 Radiology Associates		129	\$15,753	Totals		\$799,399		\$0		\$0	
Deltona Dialysis		14	\$9,595								
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		\$25,438		42		\$1,068,396	
December 24			\$653,847	Dental		\$0		13		\$0	
January 25			\$697,904	Vision		\$0		56		\$0	
February 25			\$1,213,843	RX		\$0		51		\$0	
March 25			\$610,869								
April 25			\$799,399								
Total:			\$5,427,023								



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

4/1/2025 to 4/30/2025

Benefit Plan: All

Location:

All

TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
AMBULANCE	1	\$833	\$833	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	41	\$71,327	\$56,549	\$14,777	\$0	\$0	\$14,777	1.85%
CHIROPRACTIC	34	\$1,537	\$763	\$773	\$109	\$0	\$665	0.08%
DIALYSIS	127	\$2,694,468	\$2,632,253	\$62,215	\$0	\$0	\$62,215	7.78%
DME/APPLIANCE	5	\$25,037	\$25,037	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	336	\$807,975	\$742,242	\$65,732	\$3,332	\$0	\$62,400	7.81%
INELIGIBLE	271	\$103,728	\$102,527	\$1,201	\$0	\$0	\$1,201	0.15%
INPATIENT PHYS	153	\$38,937	\$29,930	\$9,007	\$0	\$0	\$9,007	1.13%
IP HOSP CHARGES	155	\$3,197,860	\$2,662,175	\$535,685	\$3,100	\$0	\$532,585	66.62%
MATERNITY	3	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	67	\$15,863	\$13,604	\$2,259	\$410	\$0	\$1,849	0.23%
OFFICE VISIT	809	\$109,300	\$71,170	\$38,131	\$3,081	\$0	\$35,049	4.38%
OP PHYSICIAN	188	\$115,689	\$93,087	\$22,603	\$80	\$0	\$22,522	2.82%
OTHER	226	\$0	\$0	\$0	\$0	\$317,328	-\$317,328	-39.70%
OUTPAT HOSP	12	\$30,795	\$22,587	\$8,208	\$125	\$0	\$8,083	1.01%
PSYCHIATRIC	116	\$13,429	\$2,641	\$10,788	\$405	\$0	\$10,383	1.30%
RADIATION /CHEMO	72	\$332,652	\$224,128	\$108,524	\$21	\$0	\$108,503	13.57%
SUBS ABUSE	1	\$2,412	\$2,090	\$322	\$0	\$0	\$322	0.04%
SURG FACILITY	46	\$521,061	\$429,916	\$91,145	\$725	\$0	\$90,420	11.31%
SURGERY	187	\$28,073	\$21,531	\$6,542	\$0	\$0	\$6,542	0.82%
SURGERY IP	9	\$8,587	\$5,127	\$3,460	\$0	\$0	\$3,460	0.43%
SURGERY OP	15	\$19,139	\$13,572	\$5,567	\$0	\$0	\$5,567	0.70%
THERAPY	389	\$37,996	\$24,852	\$13,144	\$1,070	\$0	\$12,074	1.51%
URGENT CARE	12	\$2,782	\$2,048	\$734	\$150	\$0	\$584	0.07%
VISION	2	\$137	\$137	\$0	\$0	\$0	\$0	0.00%
WELLNESS	739	\$59,221	\$49,445	\$9,776	\$0	\$0	\$9,776	1.22%
XRAY/ LAB	3491	\$654,730	\$535,362	\$119,369	\$626	\$0	\$118,742	14.85%
Totals:	7507	\$8,893,567	\$7,763,605	\$1,129,962	\$13,235	\$317,328	\$799,399	



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Paid Dates:

10/1/2024 to 4/30/2025

Location:

All

Department: All

Benefit Plan: All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	53446		Charges	\$47,910,076	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$42,429,953	Addl Info Not Provided	-\$73,340	-0.15%
Medical	\$5,427,023	\$508	Allowed	\$5,480,123	Duplicate Charges	\$2,162,613	4.51%
Professional	\$2,426,966	\$227	less Member	\$81,900	Employee Ineligible	\$2,026	0.00%
Facility	\$3,000,058	\$281	less Adjustments	-\$28,801	Not Medically...	\$20	0.00%
PBM	\$0	\$0	Paid Benefit	\$5,427,023	Plan Limitations	\$9,629,406	20.10%
Vision	\$0	\$0	plus Admin Costs	\$2,303,628	Cost Savings	\$30,618,418	63.91%
Total Plan Paid:	\$5,427,023	\$508	Total Plan Paid:	\$7,730,652	UCR Reductions	\$3,645	0.01%
					Other	\$87,166	0.18%
					Total:	\$42,429,953	88.56%

Census										
Census Date: 4/30/2025	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
0 to 19	44	40	84	0	0	0	0	84	0	0
20 to 25	32	44	76	0	0	0	0	76	0	0
26 to 29	38	34	72	0	0	0	0	72	0	0
30 to 39	123	126	249	0	0	0	0	249	0	0
40 to 49	162	181	343	0	0	0	0	343	0	0
50 to 59	180	224	404	0	0	0	0	404	0	0
60 to 64	106	107	213	0	0	0	0	213	0	0
65 and Older	32	52	84	0	0	0	0	84	0	0
Totals	717	808	1525	0	0	0	0	1525	0	0
Average Age	45.22	46.46	45.88	0.00	0.00	0.00	0.00	45.88	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 4/30/2025	Employee	Spouse	Dependent
Florida Cancer Specialists	686	\$815,795	0 to 19	\$16,890	\$0	\$0
Adventhealth Deland	699	\$811,412	20 to 25	\$82,543	\$0	\$0
Adventhealth Fish	573	\$599,734	26 to 29	\$205,569	\$0	\$0
Halifax Hospital Medical	120	\$536,247	30 to 39	\$674,042	\$0	\$0
Medical Center Of Deltona	128	\$377,486	40 to 49	\$919,543	\$0	\$0
Deland Dialysis	381	\$338,031	50 to 59	\$1,952,996	\$0	\$0
Quest Diagnostics Tampa	2437	\$152,609	60 to 64	\$1,032,185	\$0	\$0
PHPTS Of Ormond Beach	53	\$111,396	65 and Older	\$543,255	\$0	\$0
06 Radiology Associates	927	\$110,998	Totals	\$5,427,023	\$0	\$0
Quest Diagnostics Nichols	526	\$96,448				

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	\$25,438	42	\$1,068,396
December 24	\$653,847	Dental	\$0	13	\$0
January 25	\$697,904	Vision	\$0	56	\$0
February 25	\$1,213,843	RX	\$0	51	\$0
March 25	\$610,869	Total:			\$1,068,396
April 25	\$799,399				
Total:	\$5,427,023				



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

10/1/2024 to 4/30/2025

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	30	\$62,989	\$62,989	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	365	\$466,577	\$378,168	\$88,409	\$0	\$0	\$88,409	1.63%
CHIROPRACTIC	231	\$16,186	\$9,269	\$6,917	\$1,060	\$0	\$5,857	0.11%
COVID-19	7	\$850	\$850	\$0	\$0	\$0	\$0	0.00%
DIALYSIS	691	\$14,243,895	\$13,825,486	\$418,409	\$0	\$0	\$418,409	7.71%
DME/APPLIANCE	41	\$42,007	\$42,007	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	3081	\$7,050,899	\$6,545,769	\$505,130	\$21,343	\$0	\$483,788	8.91%
HOME HEALTH CARE	2	\$492	\$492	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	1848	\$1,361,548	\$1,357,323	\$4,225	\$0	\$0	\$4,225	0.08%
INPATIENT PHYS	1775	\$477,850	\$362,803	\$115,047	\$0	\$0	\$115,047	2.12%
IP HOSP CHARGES	373	\$8,649,789	\$7,467,767	\$1,182,022	\$6,900	\$0	\$1,175,122	21.65%
MATERNITY	20	\$24,600	\$24,600	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	201	\$42,472	\$36,546	\$5,926	\$1,017	\$0	\$4,909	0.09%
OFFICE VISIT	5707	\$793,898	\$509,898	\$284,000	\$22,410	\$0	\$261,590	4.82%
OP PHYSICIAN	1305	\$571,299	\$466,519	\$104,781	\$1,152	\$0	\$103,628	1.91%
OTHER	1507	\$2,393	\$2,329	\$64	\$0	-\$28,801	\$28,865	0.53%
OUTPAT HOSP	192	\$453,843	\$407,790	\$46,053	\$3,752	\$0	\$42,300	0.78%
PSYCHIATRIC	891	\$375,046	\$217,908	\$157,138	\$3,495	\$0	\$153,643	2.83%
RADIATION /CHEMO	823	\$2,998,273	\$2,184,864	\$813,409	\$222	\$0	\$813,188	14.98%
SLEEP DISORDER	14	\$2,249	\$2,249	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	38	\$222,036	\$155,290	\$66,746	\$0	\$0	\$66,746	1.23%
SURG FACILITY	500	\$4,295,127	\$3,630,393	\$664,734	\$8,300	\$0	\$656,434	12.10%
SURGERY	1366	\$244,619	\$179,515	\$65,104	\$0	\$0	\$65,104	1.20%
SURGERY IP	125	\$130,694	\$93,819	\$36,875	\$0	\$0	\$36,875	0.68%
SURGERY OP	253	\$313,747	\$248,646	\$65,102	\$0	\$0	\$65,102	1.20%
THERAPY	2771	\$295,167	\$212,297	\$82,870	\$6,320	\$0	\$76,550	1.41%
URGENT CARE	123	\$23,551	\$18,302	\$5,249	\$1,089	\$0	\$4,160	0.08%
VISION	6	\$432	\$432	\$0	\$0	\$0	\$0	0.00%
WELLNESS	5560	\$416,529	\$341,767	\$74,762	\$0	\$0	\$74,762	1.38%
XRAY/ LAB	24645	\$4,330,369	\$3,643,416	\$686,953	\$4,840	\$0	\$682,113	12.57%
Totals:	54492	\$47,910,076	\$42,429,954	\$5,480,123	\$81,900	-\$28,801	\$5,427,023	



PCORI Membership Count

Block of Business ID:
Client ID:

EBMSI
00532

Eligibility Date: : 1/1/2025 to 4/30/2025

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
1/1/2025	1594	0	1594
2/1/2025	1603	0	1603
3/1/2025	1617	0	1617
4/1/2025	1597	0	1597
Total Member Days			1,602.75



Enrollment Counts by City and State

Block of Business ID:
Client ID:

EBMSI
00532

As Of Date: 4/30/2025

City, State	Employee Count	Dependent Count	Total Count
Astor, FL	3	0	3
De Leon Springs, FL	122	0	122
Debary, FL	37	0	37
Deland, FL	747	0	747
Deltona, FL	369	0	369
Enterprise, FL	1	0	1
Lake Helen, FL	10	0	10
Orange City, FL	94	0	94
Osteen, FL	7	0	7
Pierson, FL	89	0	89
Seville, FL	46	0	46
Total	1525	0	1525



Tier Census by Product 4/1/2025

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	1534	716	818	0	0	0	0	1534
		Subtotal for Active:	1534	716	818	0	0	0	0	1534
		Total for Medical:	1534	716	818	0	0	0	0	1534



Tier Census by Product 4/15/2025

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	1526	715	811	0	0	0	0	1526
		Subtotal for Active:	1526	715	811	0	0	0	0	1526
		Total for Medical:	1526	715	811	0	0	0	0	1526

Requested by: ReportScheduler from p316 data [P316]

Generated at: 01:30:29 on 15 April 2025



Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 4/1/2025 to 4/30/2025

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
AMBULANCE	1	833.00	833.00	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	41	71,326.60	7,176.80	49,372.43	14,777.37	0.00	0.00	14,777.37	1.85%
CHIROPRACTIC	34	1,536.68	0.00	763.26	773.42	108.54	0.00	664.88	0.08%
DIALYSIS	127	2,694,468.35	1,043,471.65	1,588,781.32	62,215.38	0.00	0.00	62,215.38	7.78%
DME/APPLIANCE	5	25,036.91	25,036.91	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	336	807,974.60	182,087.38	560,154.78	65,732.44	3,332.34	0.00	62,400.10	7.81%
INELIGIBLE	271	103,728.13	101,304.74	1,222.46	1,200.93	0.00	0.00	1,200.93	0.15%
INPATIENT PHYS	153	38,937.04	14,926.40	15,003.98	9,006.66	0.00	0.00	9,006.66	1.13%
IP HOSP CHARGES	155	3,197,859.71	-253,563.37	2,915,737.93	535,685.15	3,100.00	0.00	532,585.15	66.62%
MATERNITY	3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	67	15,863.24	8,332.24	5,272.17	2,258.83	410.00	0.00	1,848.83	0.23%
OFFICE VISIT	809	109,300.06	7,118.40	64,051.15	38,130.51	3,081.46	0.00	35,049.05	4.38%
OP PHYSICIAN	188	115,689.33	1,177.86	91,908.77	22,602.70	80.27	0.00	22,522.43	2.82%
OTHER	281	0.00	0.00	0.00	0.00	0.00	317,327.99	-317,327.99	-39.70%
OUTPAT HOSP	12	30,794.88	1,479.88	21,106.80	8,208.20	125.00	0.00	8,083.20	1.01%
PSYCHIATRIC	116	13,428.99	1,916.00	725.44	10,787.55	405.00	0.00	10,382.55	1.30%
RADIATION /CHEMO	72	332,652.04	49,429.00	174,698.81	108,524.23	20.77	0.00	108,503.46	13.57%
SUBS ABUSE	1	2,411.89	0.00	2,089.74	322.15	0.00	0.00	322.15	0.04%
SURG FACILITY	46	521,060.80	30,382.16	399,534.02	91,144.62	725.00	0.00	90,419.62	11.31%
SURGERY	187	28,072.57	0.00	21,530.67	6,541.90	0.00	0.00	6,541.90	0.82%
SURGERY IP	9	8,587.00	323.00	4,804.31	3,459.69	0.00	0.00	3,459.69	0.43%
SURGERY OP	15	19,139.12	0.00	13,571.90	5,567.22	0.00	0.00	5,567.22	0.70%
THERAPY	389	37,996.00	3,843.00	21,009.02	13,143.98	1,070.00	0.00	12,073.98	1.51%
URGENT CARE	12	2,782.00	0.00	2,047.87	734.13	150.00	0.00	584.13	0.07%
VISION	2	137.00	137.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	739	59,220.89	4,641.28	44,803.27	9,776.34	0.00	0.00	9,776.34	1.22%
XRAY/ LAB	3491	654,730.26	44,517.78	490,843.80	119,368.68	626.49	0.00	118,742.19	14.85%
Totals for 00532	7562	8,893,567.09	1,274,571.11	6,489,033.90	1,129,962.08	13,234.87	317,327.99	799,399.22	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 04:51:03 on 01 May 2025



Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 10/1/2024 to 4/30/2025

	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	30	62,988.70	62,988.70	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	365	466,577.20	39,552.73	338,615.14	88,409.33	0.00	0.00	88,409.33	1.63%
CHIROPRACTIC	231	16,186.00	283.70	8,985.02	6,917.28	1,060.00	0.00	5,857.28	0.11%
COVID-19	7	849.55	849.55	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	691	14,243,895.09	3,494,344.31	10,331,141.65	418,409.13	0.00	0.00	418,409.13	7.71%
DME/APPLIANCE	41	42,007.49	42,007.49	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	3081	7,050,899.45	2,844,323.57	3,701,445.53	505,130.35	21,342.81	0.00	483,787.54	8.91%
HOME HEALTH CARE	2	492.00	492.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	1848	1,361,548.12	1,352,931.24	4,392.25	4,224.63	0.00	0.00	4,224.63	0.08%
INPATIENT PHYS	1775	477,850.33	165,992.12	196,810.93	115,047.28	0.00	0.00	115,047.28	2.12%
IP HOSP CHARGES	373	8,649,788.69	1,243,727.41	6,224,039.37	1,182,021.91	6,900.00	0.00	1,175,121.91	21.65%
MATERNITY	20	24,600.00	24,600.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	201	42,472.24	19,607.24	16,938.63	5,926.37	1,017.30	0.00	4,909.07	0.09%
OFFICE VISIT	5707	793,897.76	71,904.73	437,992.95	284,000.08	22,410.00	0.00	261,590.08	4.82%
OP PHYSICIAN	1305	571,299.49	62,602.77	403,915.94	104,780.78	1,152.37	0.00	103,628.41	1.91%
OTHER	1756	2,393.00	779.00	1,550.42	63.58	0.00	-28,801.09	28,864.67	0.53%
OUTPAT HOSP	192	453,842.65	80,554.79	327,235.35	46,052.51	3,752.13	0.00	42,300.38	0.78%
PSYCHIATRIC	891	375,046.00	103,185.04	114,723.26	157,137.70	3,495.00	0.00	153,642.70	2.83%
RADIATION /CHEMO	823	2,998,273.11	432,378.18	1,752,485.54	813,409.39	221.59	0.00	813,187.80	14.98%
SLEEP DISORDER	14	2,248.65	2,248.65	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	38	222,035.82	42,418.98	112,870.73	66,746.11	0.00	0.00	66,746.11	1.23%
SURG FACILITY	500	4,295,127.31	302,423.25	3,327,970.05	664,734.01	8,300.00	0.00	656,434.01	12.10%
SURGERY	1366	244,619.16	6,704.70	172,810.09	65,104.37	0.00	0.00	65,104.37	1.20%
SURGERY IP	125	130,693.94	19,279.92	74,539.20	36,874.82	0.00	0.00	36,874.82	0.68%
SURGERY OP	253	313,747.24	27,806.00	220,839.69	65,101.55	0.00	0.00	65,101.55	1.20%
THERAPY	2771	295,167.00	68,197.00	144,100.13	82,869.87	6,320.00	0.00	76,549.87	1.41%
URGENT CARE	123	23,550.76	4,838.24	13,463.30	5,249.22	1,089.05	0.00	4,160.17	0.08%
VISION	6	432.00	432.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	5560	416,528.79	39,371.01	302,396.00	74,761.78	0.00	0.00	74,761.78	1.38%
XRAY/ LAB	24645	4,330,368.58	495,079.55	3,148,336.13	686,952.90	4,840.01	0.00	682,112.89	12.57%
Totals for 00532	54741	47,910,076.12	11,051,903.87	31,378,049.63	5,480,122.62	81,900.26	-28,801.09	5,427,023.45	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 04:45:38 on 01 May 2025



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 4/1/2025 to 4/30/2025

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
miCareDeLand	1641	409,992.76	0.00	0.00	0.00	0.00	409,992.76
miCareDelton	1335	353,926.74	0.00	0.00	0.00	0.00	353,926.74
miCarePierse	134	35,479.72	0.00	0.00	0.00	0.00	35,479.72
N/A	12	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	3122	799,399.22	0.00	0.00	0.00	0.00	799,399.22



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2024 to 4/30/2025

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	11909	2,997,262.63	0.00	0.00	0.00	0.00	2,997,262.63
miCareDeltona	10015	2,243,559.40	0.00	0.00	0.00	0.00	2,243,559.40
miCarePierse	836	186,201.42	0.00	0.00	0.00	0.00	186,201.42
N/A	60	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	22823	5,427,023.45	0.00	0.00	0.00	0.00	5,427,023.45



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 4/1/2025 to 4/30/2025

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	652	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 4/30/2025

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	4308	0.00	0.00	0.00	0.00	0.00	0.00

CLAIMS PAID BY MONTH

Paid Date: 10/1/24 to 4/30/25

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	966	\$357.79	\$119.24	\$24.18	\$0.38	\$214.00	\$0.00
miCareDeLand	11-2024	\$203,463.92	\$24,990.98	\$365.04	\$272,695.74	\$0.00	1788	\$501,515.68	\$0.00	975	\$514.38	\$208.68	\$25.63	\$0.37	\$279.69	\$0.00
miCareDeLand	12-2024	\$133,478.22	\$18,415.92	\$0.00	\$227,953.51	\$0.00	1566	\$379,847.65	\$0.00	979	\$388.00	\$136.34	\$18.81	\$0.00	\$232.84	\$0.00
miCareDeLand	01-2025	\$171,507.75	\$22,164.05	\$0.00	\$207,814.07	\$0.00	1399	\$401,485.87	\$0.00	981	\$409.26	\$174.83	\$22.59	\$0.00	\$211.84	\$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	992	\$642.98	\$346.76	\$24.25	\$2.53	\$269.44	\$0.00
miCareDeLand	03-2025	\$141,897.02	\$23,360.18	\$737.58	\$154,960.44	\$0.00	1566	\$320,955.22	\$0.00	1011	\$317.46	\$140.35	\$23.11	\$0.73	\$153.27	\$0.00
miCareDeLand	04-2025	\$197,010.52	\$23,150.29	\$548.30	\$189,283.65	\$0.00	1593	\$409,992.76	\$0.00	1002	\$409.17	\$196.62	\$23.10	\$0.55	\$188.91	\$0.00
	Subtotal:	\$1,306,535.49	\$159,491.74	\$4,525.92	\$1,526,709.48	\$0.00	11686	\$2,997,262.63	\$0.00	6906	\$434.01	\$189.19	\$23.09	\$0.66	\$221.07	\$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	548	\$998.30	\$654.81	\$38.18	\$0.21	\$305.10	\$0.00
miCareDelton	03-2025	\$138,178.07	\$14,496.96	\$0.00	\$123,890.84	\$0.00	1536	\$276,565.87	\$0.00	543	\$509.33	\$254.47	\$26.70	\$0.00	\$228.16	\$0.00
miCareDelton	04-2025	\$201,482.57	\$19,118.25	\$66.52	\$133,259.40	\$0.00	1318	\$353,926.74	\$0.00	532	\$665.28	\$378.73	\$35.94	\$0.13	\$250.49	\$0.00
	Subtotal:	\$1,184,566.56	\$115,432.46	\$181.21	\$943,379.17	\$0.00	9908	\$2,243,559.40	\$0.00	3881	\$578.09	\$305.22	\$29.74	\$0.05	\$243.08	\$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	63	\$459.28	\$176.74	\$27.33	\$0.00	\$255.21	\$0.00
miCarePierso	03-2025	\$942.74	\$1,383.96	\$0.00	\$11,021.22	\$0.00	121	\$13,347.92	\$0.00	63	\$211.87	\$14.96	\$21.97	\$0.00	\$174.94	\$0.00
miCarePierso	04-2025	\$20,847.99	\$3,881.86	\$0.00	\$10,749.87	\$0.00	134	\$35,479.72	\$0.00	63	\$563.17	\$330.92	\$61.62	\$0.00	\$170.63	\$0.00
	Subtotal:	\$87,074.71	\$14,639.06	\$0.00	\$84,487.65	\$0.00	833	\$186,201.42	\$0.00	448	\$415.63	\$194.36	\$32.68	\$0.00	\$188.59	\$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
N/A	03-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9	\$0.00	\$395,883.47	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	04-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	12	\$0.00	\$329,739.21	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	55	\$0.00	\$2,303,628.31	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total:	\$2,578,176.76	\$289,563.26	\$4,707.13	\$2,554,576.30	\$0.00	22485	\$5,427,023.45	\$2,303,628.31	11235	\$688.09	\$229.48	\$25.77	\$0.42	\$227.38	\$0.00

Paid Date: 10/1/2024-4/30/2025

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

March 2025 Report

miCare Utilization

DeLand	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	232	204	88%

Deltona	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	201	159	79%

Overall	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	433	363	84%

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 84% of the available clinician capacity was used for scheduled appointments; 16% 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	86	9%
Deltona	35	5%

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	393	41%	Schedulable patient activities
Total Labs	186	19%	Schedulable patient activities
Total Nurse Visits	5	1%	Schedulable patient activities
Total medication pick-up	343		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	28		Don't have a visit type and are not scheduled appointments
Total Visits	955		

DeLand

- There was a total of 584 clinic visits at the DeLand clinic in March plus 343 medication pick-ups and an additional 28 med pick-ups from the PAP program
- Of the 584 clinic visits, 13 were phone visits
- There were 20 new **patients** that established care at the DeLand clinic last month
- There were 62 **Physicals** in March – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona

Clinic Services	Number of visits	%	Notes
Total Provider visits	298	42%	Schedulable patient activities
Total Labs	117	17%	Schedulable patient activities
Total Nurse Visits	11	2%	Schedulable patient activities
Total medication pick-up	255		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	21		Don't have a visit type and are not scheduled appointments
Total Visits	702		

Deltona

- There was a total of 426 clinic visits at the Deltona clinic in March plus 255 pick-ups from Deltona as well as 21 med pick-ups from the PAP program
- Of the 426 visits, 7 were phone visits
- There were 14 **new patients** that established care at the Deltona clinic last month
- There were 42 **Physicals** in March – Male/Female Wellness – Established Patients



miCare Member Migration

March 2025

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
DeLand	546	1,569	35%
Deltona	344	1,569	22%

*** Combined migration – 49% for March**

*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 on an annualized basis.
- 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

PAP Summary	
Application Approved	370
Application Pending Approval	8
Application Started but Not Submitted	3
Total Active Applications	381
	(Active Applications)

Key Insights:

- **49 PAP medications were picked up between the two locations**
- **Currently, WVHA has 381 patients with active PAP applications being managed**
- **The projected annualized savings for the 381 PAP applications are \$2,349,462**



WVHA miCare Clinic Deland and Deltona

April 2025 Report

miCare Utilization

DeLand	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	283	249	88%

Deltona	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	192	150	78%

Overall	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2025	475	399	83%

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 83% of the available clinician capacity was used for scheduled appointments; 17% 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	38	7%

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	464	47%	Schedulable patient activities
Total Labs	169	17%	Schedulable patient activities
Total Nurse Visits	7	1%	Schedulable patient activities
Total medication pick-up	309		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	28		Don't have a visit type and are not scheduled appointments
Total Visits	977		

DeLand

- There was a total of 640 clinic visits at the DeLand clinic in April plus 309 medication pick-ups and an additional 28 med pick-ups from the PAP program
- Of the 640 clinic visits, 14 were phone visits
- There were 43 **new** patients that established care at the DeLand clinic last month
- There were 77 **Physicals** in April – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona			
Clinic Services	Number of visits	%	Notes
Total Provider visits	274	48%	Schedulable patient activities
Total Labs	87	15%	Schedulable patient activities
Total Nurse Visits	2	0%	Schedulable patient activities
Total medication pick-up	186		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	17		Don't have a visit type and are not scheduled appointments
Total Visits	566		

Deltona

- There was a total of 363 clinic visits at the Deltona clinic in April plus 186 medication pick-ups from Deltona as well as 17 med pick-ups from the PAP program
- Of the 363 visits, 15 were phone visits
- There were 7 **new** patients that established care at the Deltona clinic last month
- There were 37 **Physicals** in April – Male/Female Wellness – Established Patients



miCare Member Migration

April 2025

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
DeLand	524	1,562	33.54%
Deltona	304	1,562	19.46%

*** Combined migration – 48% for April**

*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 on an annualized basis.
- 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

PAP Summary - April -2025	
Application Approved	380
Application Pending Approval	8
Application Started but Not Submitted	2
Total Active Applications	390
	(Active Applications)

Key Insights:

- **45 PAP medications were picked up between the two locations**
- **Currently, WVHA has 390 patients with active PAP applications being managed**
- **The projected annualized savings for the PAP applications are \$2,408,199**



WVHA miCare Clinic Deland and Deltona

Quarter Two Report

January 1st – March 31st, 2025

Clinical Utilization

Deland Q2	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	668	610	91%
2025	688	612	89%

Deltona Q2	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	498	425	85%
2025	529	437	83%

Deland and Deltona Q2	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	1,166	1,035	88%
2025	1,217	1,049	86%

Total Hours Available: Total hours available for members to schedule, minus scheduled Admin Time

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



No Show Rate

Q2	DeLand		Deltona	
2024	7%	192	5%	96
2025	9%	260	6%	116

miCare Member Migration Q2 2025

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
DeLand	815	1,569	52%
Deltona	497	1,569	32%

*The patient encounter total for WVHA membership was 68% on Q2

Key Insights:

- The overall available hours increase for this period over last year and the utilization decreased slightly from 88% to 86% for the overall membership
- Membership increased from 1,404 in this period last year to 1,569 in 2025
- 68% of members used one of the sites in this quarter
- No show rates increased at both sites for Q2
- There was an increase in visit count for this quarter over last year for both DeLand and the Deltona sites
 - DeLand 2,791 over 2,598
 - Deltona 1,933 over 1,844
- Survey results for Q2 show 141 responses and an overall rating of 4.9% - See comments below – page 7



miCare Visit Type Frequency

DeLand

WVHA miCare Clinic Total Visits for DeLand Q2 - 2024-2025			
Clinic Services	Number of visits	%	Notes
Total Provider visits	1,153	41%	Schedulable patient activities
Total Labs	551	20%	Schedulable patient activities
Total Nurse Visits	35	1%	Schedulable patient activities
Total medication pick-up	972		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	80		Don't have a visit type and are not scheduled appointments
Total Visits	2,791		

- There was a total of 1,739 clinic visits at the DeLand clinic in Q2 2025, with an additional 972 medication pick-ups and 80 med pick-ups from the PAP program
- Of the 1,739. visits, 42 were phone visits
- There were 72 new patients that established care at the DeLand clinic, and 176 Physicals were conducted in this quarter

Deltona

WVHA miCare Clinic Total Visits for Deltona Q2 - 2024-2025			
Clinic Services	Number of visits	%	Notes
Total Provider visits	826	43%	Schedulable patient activities
Total Labs	314	16%	Schedulable patient activities
Total Nurse Visits	31	2%	Schedulable patient activities
Total medication pick-up	703		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	59		Don't have a visit type and are not scheduled appointments
Total Visits	1,933		

- There was a total of 1,171 clinic visits at the Deltona clinic in Q2 2025, with an additional 703 medication pick-ups along with 59 medication pick-ups from the PAP program
- Of the 1,171 visits, 37 were phone visits
- There were 39 new patients that established care at the Deltona clinic, and 119 Physicals were conducted in this quarter



Referrals

01/1/2025 – 03/31/2025

Total # All of Referrals	1,918	
miCare Provider Referrals	1,041	54%
Imaging Referrals	451	43%
Referral to Specialist	590	57%

	WVHA Average	*National Average	miCare Average
Benchmark	54%	*28%	**36%

* National Average – per American Academy of Family Physicians

** Average across miCare book of business

Top Five Referrals from Primary Care to Specialist

- **Gastroenterology**
- **Ophthalmology**
- **Orthopedic**
- **Psychiatry**
- **Cardiology**

Key Insights:

- The total number of referrals for the period was 1,918
- Referrals from miCare providers were 1,041 and 54% of total referrals
- miCare referrals to Specialist were 590 and 57% of total referrals
- National average provided by the American Academy of Family physicians is 28% of provider visits resulting in a referral.
- WVHA miCare clinics visits resulting in referrals to specialty is 54%
- The top five specialists align with primary care based off the clinical acuity of the population



ER Diversion Results

Total ER visits Q1 2024	
Halifax	6
Advent	84
Total ER visits	90
Appropriate ER Visits	55
PCP Appropriate	35
Established Patients (miCare)	88
Follow up scheduled at miCare	54
Follow up completed at miCare	46

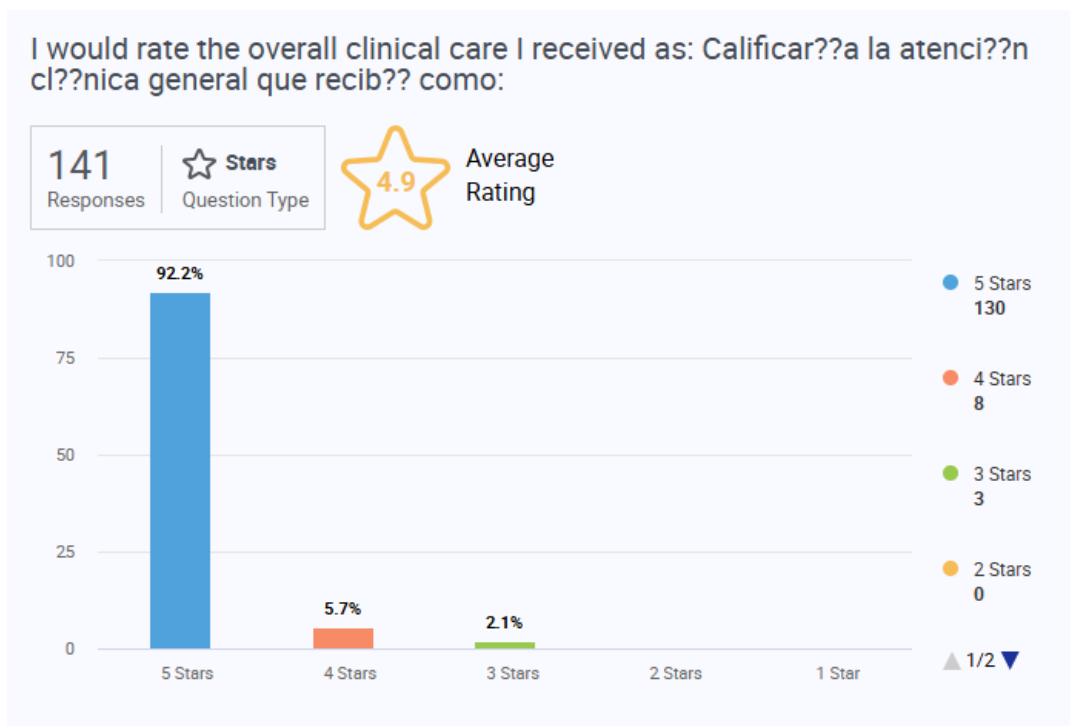
Key Insights:

- Total patients between Halifax and Advent were 90 (6 Halifax and 84 Advent), this shows a decrease from 2024 for the same period, which was 95 total
- Out of the 90 patients that went to the ER, 88 had established care at miCare
- Out of the patients that sought care in the ER, 55 were appropriate and 35 could have been seen outside of the ER.
- 54 patients scheduled follow up appointments at miCare of those, 46 completed their follow up in the clinic.



Post Visit Survey Results

January - March 2025



Survey Results – Comments:

- Always and Exceptional service
- I'm very happy with Gina Mendez and Lorna their spot on
- I would like to thank the entire Deltona staff for their support and professionalism every time I have a visit i truly appreciate the care,concern, attention.
- Great Service.
- It seems that my primary has left. I have a new one. Since this is the first time, I have established a relationship with the new doctor, I really cannot truly make any judgments, which accurately answer this survey (My answers are skewed towards shadow of the doubt).
- Solo les hago saber que el servicio de los profesionales son excelente , sin duda alguna los demás son personas agradables, atentos y profesionales, gracias a todos por su atención!
- The doctors I see are great
- No extra comment needed
- The services I receive are above and beyond what I expect. I am treated with compassion and concern. All my questions are always answered and the staff is extremely professional.
- Solo me queda dar las gracias a todos, a la clinica, a los empleados y de manera especial al doctor Humberto.
- Out of all doctors offices I have visited over the years this is one of the best.
- Dr. Patel is a great provider.
- Fantastic job, thank you!!
- Great job, keel up the good work



- Always good to visit. Professionals are great. Attention and everything is really nice. Absolutely satisfied.
- Todo muy bien. Gracias
- Dios los vendiga
- Excelente todo..!! Gracias.
- I have recommended Micare Clinic to several people as I have found both the Deland and Deltona offices both professional.
- Todo súper bien 👍
- I would like to know if you have the Covid vaccine.
- Estoy satisfecha y agradecida con todo el personal. En especial con el Dr Humberto Paez, el Enfermero Angel, Front Desk. Personal telefónico y de laboratorio. Gracias.
- I've had most issues with waiting for meds to get delivered in full
- Excelente todo el servicio muchas gracias
- While I'm there everybody is nice and does a fantastic job and treats me with a lot of respect. Once I leave there's no sense of urgency on anything or any follow-up. Every time I order prescriptions and get home there's always some kind of problem or something missing and I don't drive and it cost me money to take taxi back and forth.
- Always in and out quick, even if I arrive early. Amazing staff. Thank you!
- Personal amable y atento, siempre es bueno contar con personal que muestra empatia hacia los pacientes y yo agradezco que lo he encontrado en Micare
- Yes
- I love the fact that the laboratory tech is so patient and gentle with me knowing that is hard to find my xeins. She is truly amazing.
- Good
- Look forward for future exams.
- I greatly appreciate the care I am receiving
- Todo es de lo major
- I am very grateful for the services I have received. 😊
- No gracias
- El personal muy hamable y professional
- The service I always receive is great.
- MiCare clinic is a family environment with a very attentive and professional Staff.
- Dr Perez is absolutely the best Dr I've had my life. He is very concerned and recommends what he thinks is best for you. He explains to you in laymen terms so you understand medical terminology. I have only had him as a doctor for about 6 months but he has shown and has helped me tremendously since I've become his patient. MiCare has a wonderful knowledgeable caring doctor they are lucky to have him
- I am super happy with Dr. Umberto. He is very kind and caring.
- Everyone is so kind especially the Dr
- Love the staff&my Dr.they welcome me as soon as I walk in the door
- I am fairly new to mi care. The facility is clean and the staff is courteous and thorough
- Absolutely wonderful team and service. More pleased with this service than I have ever been with medical offices. All medical services should strive to be this good
- Your pharmacy often has my meds out of stock
- Super nice, kind, knowledgeable and professional. And approachable which is very important. I don't feel awkward with awkward situations or medical issues. You guys rock!
- Excellent service thank you
- I have no other comments.



- It has always been pleasant and professional plus no long waits.
- I loved my visit!! Such a friendly, helpful, courteous staff!! I couldn't have expected a more pleasant experience!! Keep up the good work!!!
- Always happy and satisfied with the care I get every time I go!!! 2 thumbs way up for the staff!!



May 1, 2025

West Volusia Hospital Authority Monthly Enrollment Report

In the month of April there were 283 client interviews conducted. Of these, 244 appointments were to assist with new /renew applications and 39 to assist with pending applications from March to April.

For the month a total of 244 applications were submitted for verification and enrollment. Of these, 244 were processed by the end of the month, leaving no rollovers to carry over into May for approval.

Of the 244 that were processed, 214 were approved, 17 were denied, and 13 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.

Application Source	New	Renewal	Total
House Next Door	17	189	206
Halifax (Health Fund Solutions)	1	0	1
Advent Health/Fl Hospital	6	1	7
RAAO	11	7	18
Other	7	2	9
SMA	2	1	3
26 and covered	0	0	0
Totals	44	200	244

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
- Attended the 2025 Health & Human Services Summit

Respectfully submitted by Chris Booker

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)



CREDIBILITY • INTEGRITY • ACHIEVEMENT



Halifax Health Quarterly Report to West Volusia Hospital Authority

Halifax Health continues to provide exceptional care for WVHA cardholders. The Halifax Health case management teams continue to work with MiCare to ensure hospital patients are transitioned appropriately. Halifax Health continues to support WVHA members by providing an expansive list of services within the WVHA district.

The Halifax Health | UF Health Medical Center of Deltona is Deltona's only full-service hospital. With a six-story medical facility that includes a 24-hour emergency room, surgical operating rooms, the latest in diagnostic equipment and plentiful hospital rooms, along with a two-story medical office annex available to service WVHA member needs.

The Halifax Health | UF Medical Center of Deltona provides the following services and more: Cardiology, Gastroenterology, Pediatrics, Infusion Therapy, Radiology, Psychiatry, and Primary Care. Expect new services to be added at the Halifax Health | UF Medical Center of Deltona to better serve patients within the WVHA district as we will inform WVHA as announcements become public.

The Halifax Health | UF Medical Center of Deltona is currently accredited by The Joint Commission. The facility's LeapFrog grade is an A.

[The remainder of this page is intentionally left blank. See next pages for statistics.]

WVHA Member Patient Type				
	Months	Inpatient	Outpatient	Grand Total
2022	Jan	8	30	38
	Feb	6	26	32
	Mar	5	33	38
	Apr	5	33	38
	May	5	33	38
	Jun	1	32	33
	Jul	3	29	32
	Aug	3	28	31
	Sep	6	23	29
	Oct	5	22	27
	Nov	5	26	31
	Dec	1	26	27
	2022 Total	53	341	394
2023	Jan	6	31	37
	Feb	3	25	28
	Mar	5	22	27
	Apr	6	32	38
	May	2	18	20
	Jun	4	20	24
	Jul	1	15	16
	Aug	6	23	29
	Sep		32	32
	Oct	7	28	35
	Nov	2	24	26
	Dec	5	25	30
	2023 Total	47	295	342
2024	Jan	9	17	26
	Feb	8	31	39
	Mar	10	32	42
	Apr	3	36	39
	May	8	41	49
	Jun	7	40	47
	Jul	2	26	28
	Aug	7	27	34
	Sep	2	29	31
	Oct	6	25	31
	Nov	7	31	38
	Dec	10	28	38
	2024 Total	79	363	442
2025	Jan	2	21	23
	Feb	4	30	34
	Mar	2	19	21
	Apr	2	16	18
	2025 Total	10	86	96

**WVHA Members Served by
Halifax Health Physicians 2023**

Specialty	Visits
Cardiology	28
Cardiovascular Disease	126
Clinical Cardiac Electrophysio	5
Critical Care: Intensive	88
Emergency Medicine	156
Family Medicine	2
Gastroenterology	14
Gynecological/Oncology	15
Hematology/Oncology	52
Hospitalist	182
Infectious Disease	13
Internal Medicine	33
Neurology	9
Ophthalmology	6
Phys. Med. & Rehab.	12
Psychiatry	57
Pulmonary Critical Care	2
Pulmonary Disease	11
Radiation Oncology	2
Transplant Surgery	2
Urology	5
Wound Care	43
Total	863

**WVHA Members Served by
Halifax Health Physicians 2024**

Specialty	Visits
Cardiology	44
Cardiovascular Disease	152
Critical Care: Intensive	25
Emergency Medicine	174
Family Medicine	13
Gastroenterology	50
Gynecological/Oncology	11
Hematology/Oncology	60
Hospitalist	226
Infectious Disease	17
Internal Medicine	16
Nephrology	8
Neurology	11
Ophthalmology	5
Pediatric Medicine	8
Phys. Med. & Rehab.	14
Psychiatry	49
Pulmonary Critical Care	5
Pulmonary Disease	31
Radiation Oncology	29
Urology	8
Wound Care	125
Total	1081

**WVHA Members Served by
Halifax Health Physicians 2025**

Specialty	Visits
Cardiology	12
Cardiovascular Disease	21
Critical Care: Intensive	1
Emergency Medicine	37
Family Medicine	4
Gastroenterology	1
Gynecological/Oncology	8
Hematology/Oncology	15
Hospitalist	28
Infectious Disease	1
Nephrology	1
Neurology	1
Neurology	0
Ophthalmology	0
Pediatric Medicine	1
Phys. Med. & Rehab.	0
Psychiatry	5
Pulmonary Disease	4
Radiation Oncology	1
Radiation Oncology	0
Urology	0
Wound Care	21
Total	162

Age Mix

Age Group	Patients	Percent
0-19	33	2.6%
20-29	121	9.6%
30-39	166	13.2%
40-49	267	21.2%
50-59	421	33.4%
60-69	215	17.1%
70-79	32	2.5%
80+	4	0.3%
Total	1259	100.0%

Halifax Health UF Health Deltona ER Times (All Patient Types)	Arrival to Discharge/Admit Minutes (Average)	Arrival to Provider Minutes (Average)
Aug - Oct	187	22
Nov - Jan	227	34
Feb - Apr	206	29

Halifax Health UF Health Deltona Left Without Being Seen by Provider – All Patient Types	Total Patients	LWBS	Percent
CY 2022	17,847	440	2.47%
CY 2023	19,510	183	0.94%
CY 2024	19,766	222	1.12%
YTD 2025	6,611	140	2.12%

Halifax Health UF Health Deltona Left Without Being Seen by Provider – All Patient Types	Total Patients	AMA	Percent
CY 2022	18,287	286	1.56%
CY 2023	19,693	152	0.77%
CY 2024	19,988	191	0.96%
YTD 2025	6,751	89	1.32%

Medical Center of Deltona	<u>Jul-22</u>	<u>Jul-23</u>	<u>Jul-24</u>	<u>Apr-25</u>
Patient Experience (HCAHPS Top Box %)				
Overall Hospital Rating 0-10	66%	69%	69%	67%
Willingness to Recommend Hospital	71%	66%	71%	70%
Hospital Compare Healthcare Associated Infections (Raw Patient Count)				
MRSA	1	1	0	1
CDiff	0	1	1	5
CLABSI	0	0	0	0
CAUTI	1	0	1	0
SSI (Colo)	1	1	0	5
SSI (Hyst)	N/A	0	N/A	N/A

AdventHealth DeLand Quality Indicators for West Volusia Hospital Authority

May 2025

- A. Fully accredited by The Joint Commission- www.jointcommission.org
- B. Rated A by The Leapfrog Group in Spring 2025 and Top hospital for 2023 & 2024-
www.leapfroggroup.org
- C. No separate specific ER department accreditation
- D. **Customer Satisfaction:** <https://www.medicare.gov/care-compare/>
Completed surveys- 1131 Response rate- 18%.

Patients who reported that their nurses "Always" communicated well: 77%.

National average: 80%

Florida average: 75%

Patients who reported that their doctors "Always" communicated well: 76%.

National average: 80%

Florida average: 75%

Patients who reported that they "Always" received help as soon as they wanted: 60%.

National average: 66%

Florida average: 59%

Patients who reported that the staff "Always" explained about medicines before giving it to them: 65%.

National average: 62%

Florida average: 57%

Patients who reported that their room and bathroom were "Always" clean: 73%.

National average: 74%

Florida average: 71%

Patients who reported that the area around their room was "Always" quiet at night: 55%.

National average: 62%

Florida average: 58%

Patients who reported that YES, they were given information about what to do during their recovery at home: 88%.

National average: 86%

Florida average: 83%

Patients who "Strongly Agree" they understood their care when they left the hospital: 53%.

National average: 52%

Florida average: 49%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest): 68%

National average: 72%

Florida average: 67%

Patients who reported YES, they would definitely recommend the hospital: 66%

National average: 70%

Florida average: 67%

E. Emergency Department Metrics

- a. Door to Provider:
 - i. (CY2024) Average: 11 Minutes
 - ii. (CYTD2025):
- b. Door to Discharge:
 - i. (CY2024) Average: 158 minutes
 - ii. (CYTD2025): 158 Minutes
- c. Left Without Being Seen %
 - i. (CY2024): 0.7%
 - ii. (CYTD2025): 0.7%

F. Annual tracking of Healthcare Associated Infections (Hospital Compare / October 2024):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.00 (0 Infections)
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.340 (2 Reported)
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 0.00 (0 Infections)
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 0.560 (2 reported)
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy: Not reported
- f. Surgical Site Infection (SSI) for Colon Procedures Outcome Measure: 0.867 (2 Infections)

G. LeapFrog Healthcare Associated Infections as reported from 2024 (update August 2025)

C. difficile Infection

Hospitals should have fewer than expected colon infections from C. diff bacteria.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: **0.340**

Infection in the Blood

Hospitals should have fewer than expected central-line associated blood stream infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.000

Infection in the Urinary Tract

Hospitals should have fewer than expected catheter-associated urinary tract infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections [more](#)



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.000

MRSA Infection

Hospitals should have fewer than expected antibiotic resistant bacterial infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.560

Surgical Site Infection After Colon Surgery

Hospitals should have fewer than expected surgical site infections after major colon surgery.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.867

Additional publicly reported data is available at

<https://ratings.leapfroggroup.org/facility/details/10-0045/adventhealth-deland-deland-fl>



AdventHealth Fish Memorial Quality Indicators for West Volusia Hospital Authority

May 2025

- A. Fully accredited by The Joint Commission- www.jointcommission.org
- B. Rated A by The Leapfrog Group in Spring 2025 - www.leapfroggroup.org
- C. No separate specific ER department accreditation
- D. **Customer Satisfaction:** <https://www.medicare.gov>
Completed surveys-1725 Response rate- 19%.

Patients who reported that their nurses "Always" communicated well: 82%.

National average: 80%

Florida average: 76%

Patients who reported that their doctors "Always" communicated well: 76%.

National average: 80%

Florida average: 75%

Patients who reported that they "Always" received help as soon as they wanted: 70%.

National average: 67%

Florida average: 60%

Patients who reported that the staff "Always" explained about medicines before giving it to them: 64%.

National average: 62%

Florida average: 57%

Patients who reported that their room and bathroom were "Always" clean: 74%.

National average: 74%

Florida average: 71%

Patients who reported that the area around their room was "Always" quiet at night: 65%.

National average: 62%

Florida average: 58%

Patients who reported that YES, they were given information about what to do during their recovery at home: 89%.

National average: 86%

Florida average: 83%

Patients who "Strongly Agree" they understood their care when they left the hospital: 55%.

National average: 52%

Florida average: 49%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest): 74%

National average: 72%

Florida average: 67%

Patients who reported YES, they would definitely recommend the hospital: 72%

National average: 70%

Florida average: 67%

E. Emergency Department Metrics

- a. Door to Provider:
 - i. (CY2024) Average: 22 Minutes
 - ii. (CYTD2025): 22 minutes
- b. Door to Discharge:
 - i. (CY2024) Average: 183 minutes
 - ii. (CYTD2025): 183 minutes
- c. Left Without Being Seen %
 - i. (CY2024): 1.0%
 - ii. (CYTD2025): 1.0%

F. Annual tracking of Healthcare Associated Infections (National Benchmark 1.000):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.00 (0 Infections)
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.148 (5 Reported)
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 0.281 (2 Infections)
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 0.971(1 reported)
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy: Not reported
- f. Surgical Site Infection (SSI) for Colon Procedures Outcome Measure: 0.364 (2 Infections)

G. LeapFrog Healthcare Associated Infections published 6/25/2024. Scores are published twice annually.

C. difficile Infection

Hospitals should have fewer than expected colon infections from C. diff bacteria.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.148

Infection in the Blood

Hospitals should have fewer than expected central-line associated blood stream infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.281

Infection in the Urinary Tract

Hospitals should have fewer than expected catheter-associated urinary tract infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.000

MRSA Infection

Hospitals should have fewer than expected antibiotic resistant bacterial infections.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.971

Surgical Site Infection After Colon Surgery

Hospitals should have fewer than expected surgical site infections after major colon surgery.

Leapfrog uses a standardized infection ratio (SIR) calculated by the CDC's National Healthcare Safety Network (NHSN) to compare the number of infections that actually happened at this hospital to the number of infections expected for this hospital, given various factors. A number lower than one means fewer infections than expected; a number more than one means more infections than expected.



▲ SHOW LESS ▲

This hospital's standardized infection ratio (SIR) is: 0.364

Additional publicly reported data is available at

<https://ratings.leapfroggroup.org/facility/details/10-0045/adventhealth-deland-deland-fl>

Emergency Medicine Professionals, P.A. (EMPros)
1st Q 2025 Report for West Volusia Hospital Authority
May 15, 2025 Report
1Q 2025 Turnover Rate - .75% - 1 voluntary termination

AdventHealth Deland	1Q 2025
Emergency Department Metrics	
Total ED Visits	12,247
Total WVHA Cardholder ED Visits	118
Total ED	
Minutes from Door to Doc	12
Minutes from Door to Discharge or Inpatient Admission	159
Left Without Being Seen (LWBS)	110
LWBS/Day	1.22
LWBS/%	0.90%

AdventHealth Fish Memorial	1Q 2025
Emergency Department Metrics	
Total ED Visits	12,354
Total WVHA Cardholder ED Visits	89
Total ED	
Minutes from Door to Doc	21
Minutes from Door to Discharge or Inpatient Admission	193
Left Without Being Seen (LWBS)	160
LWBS/Day	1.78
LWBS/%	1.30%

AdventHealth Fish Memorial/Deltona OSED		1Q 2025
Emergency Department Metrics		
Total ED Visits		6,010
Total WVHA Cardholder ED Visits		17
Total ED		
Minutes from Door to Doc		21
Minutes from Door to Discharge or Inpatient Admission		125
Left Without Being Seen (LWBS)		60
LWBS/Day		0.67
LWBS/%		1.00%

AdventHealth Combined Deland/Fish Memorial/Deltona OSED		1Q 2025
Emergency Department Metrics		
Total ED Visits		30,611
Total WVHA Cardholder ED Visits		224
Total ED		
Minutes from Door to Doc		17
Minutes from Door to Discharge or Inpatient Admission		160
Left Without Being Seen (LWBS)		336
LWBS/Day		3.73
LWBS/%		1.10%

26 & Covered Analysis Report

Submitted by Vice Chair Rakeem Ford

Overview:

As part of our outreach efforts, we sent postcards to 647 young adults who turned 26 between Feb 1st - April 30th. This age is important because it's when many people lose coverage under their parents' health coverage. Our goal was to encourage them to learn about their healthcare options and stay covered.

What We Did:

- Mailed postcards to 647 people in West Volusia
- 40 postcards were returned as undeliverable
- 1 person signed up using the information on the card

What We Learned:

Sadly, this effort did not go as planned. We hoped to reach more people, but only one person followed through. We are unsure how many people looked at the card, visited the website, or called for more help, as we could not track those steps.

Next Steps:

This shows us that postcards may not be the best way to reach a younger audience. As well as looking into tracking the different milestone/steps like website visits, click counts, etc. In the future, we might try the following to galvanize our target audience:

- Targeted social media ads
- Text messages
- Short videos or online content

I'm proud we tried something new and learned from it. I'm open to more ideas and would love to explore with the Board next steps for future marketing/outreach initiatives.



Title: Mobile Health Clinics in Diverse Counties:
Pros and Cons

Subtitle: A Look at Opportunities and
Challenges

Presented by: Jennifer Moore



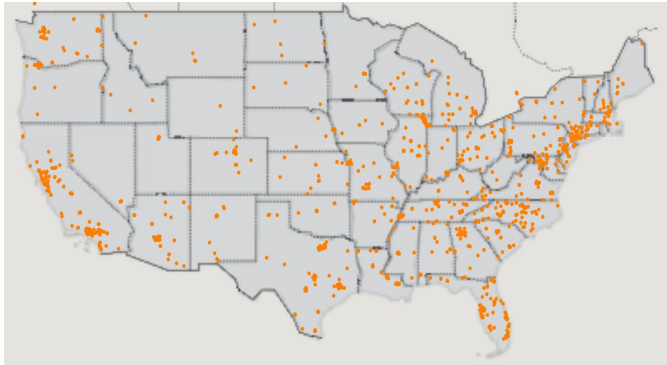
Gaps in Healthcare Access



Introduction

- Counties with mixed populations face gaps in healthcare access.
- Mobile health clinics can help bridge those gaps.
- Let's explore the key advantages and concerns.

Harvard Medical School: Impact of National Mobile Clinics



\$18:\$1

Return On Investment



1,389

Mobile Clinics



16,764

Life-years Saved



\$1.2B

Dollars Returned



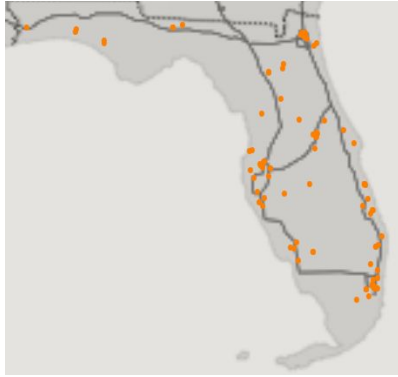
50,833

ED Visits Avoided

Pros – Access to Care

- Reaches underserved rural and remote populations
- Offers care to low-income residents with limited transportation
- Supports health needs of transient populations (students, migrant workers)

Harvard Medical School: Impact of Florida Mobile Clinics



\$60:\$1
Return On Investment



98
Mobile Clinics



8,711
Life-years Saved



\$613.5M
Dollars Returned

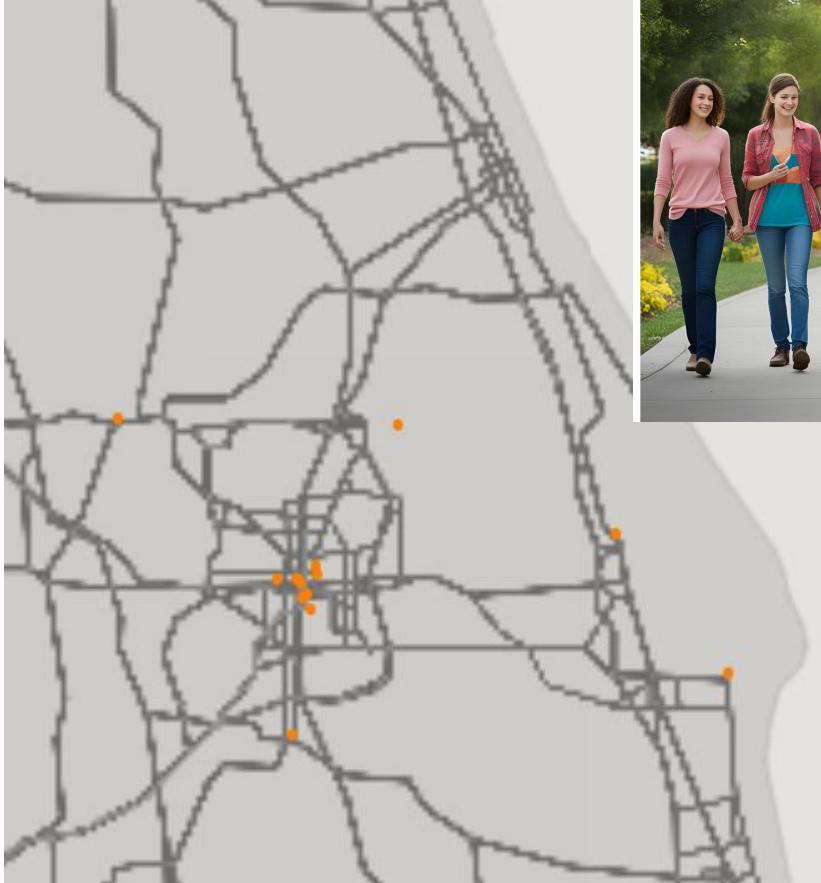


4,080
ED Visits Avoided

Pros – Cost-Effective & Flexible

- Reduces pressure on ERs and urgent care centers
- Can be re-deployed based on data, events, or need
- Enables preventative care and health education on the go

Harvard Medical School: Impact of C. FL Mobile Clinics



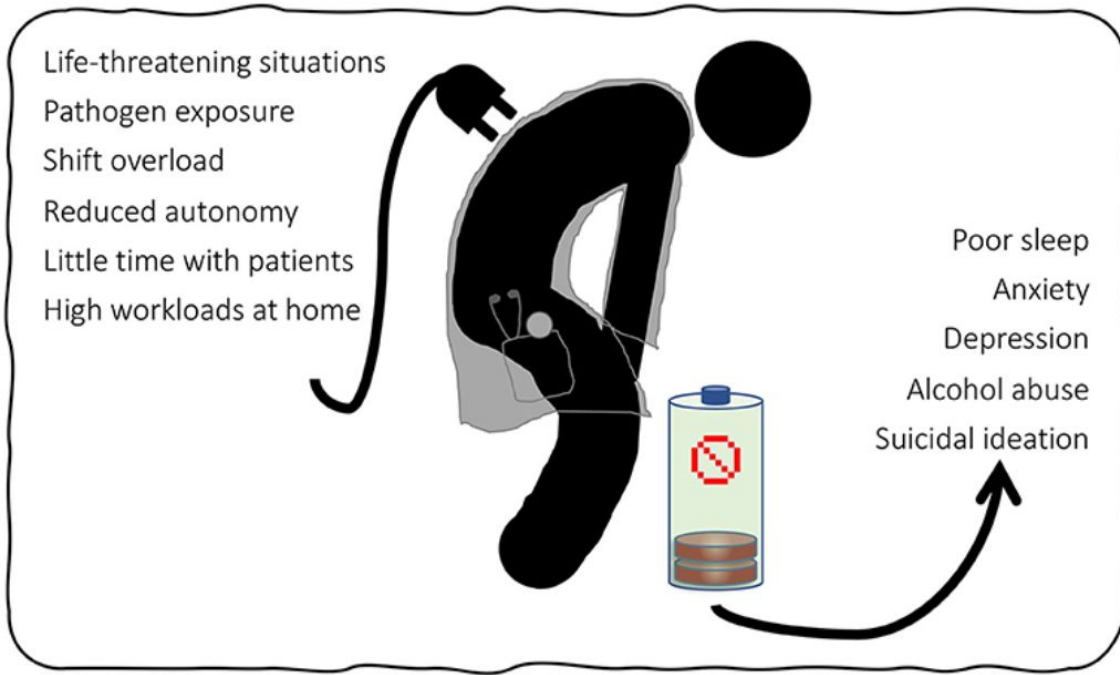
Community Engagement

- Builds trust in local health systems
- Provides outreach in multiple languages or culturally relevant formats
- Offers partnership opportunities with colleges, churches, and farms

Harvard Medical School: National Mobile Clinics Operational Challenges

Expense Category	Estimated Cost	
Custom Mobile Medical Unit	\$150,000 – \$350,000	<ul style="list-style-type: none">● High startup and maintenance costs (vehicle, staffing, equipment)● Limited capacity per day compared to fixed-site clinics● Requires consistent scheduling and promotion for impact
Medical Equipment & Supplies	\$50,000 – \$100,000	
Electronic Health Records (EHR) System	\$10,000 – \$25,000	
Initial Staffing (3–6 months)	\$75,000 – \$150,000	
Licensing, Permits, Insurance	\$10,000 – \$20,000	
Community Outreach & Marketing	\$5,000 – \$15,000	

Cons – Sustainability & Coverage



- Difficult to meet needs of all areas equitably
- Staff burnout risk in mobile environments
- Reliance on grant funding or inconsistent budgets
- Florida model: 46% uninsured
- National model: 42% uninsured

Harvard Medical School: Next Steps

Step 1

Connect with the community

Listen to local leaders and community-based organizations with humility and openness.

Step 2

Scan the landscape

Study local data about community needs and assets. Learn from other mobile clinics in your area to understand what is already working.

Step 3

Plan for sustainability

Create an operational and financial plan for the initial three to five years. Build a strong foundation for long-lasting impact.

Conclusion & Considerations



- Mobile clinics can be a valuable supplement—not a replacement
- Success depends on strategic planning, reliable funding, and community input
- Worth pursuing with clear goals and measurable outcomes

WEST VOLUSIA HOSPITAL AUTHORITY AGENDA MEMO

TO: WVHA Commissioners
FROM: Stacy Tebo, WVHA Administrator
RE: Quarter Two Uneven Spend-Down of Funding - SMA
DATE: April 11, 2025

SMA Healthcare submitted a letter to the Board in accordance with the following provision in their funding agreement for outpatient psychiatric services (previously known as homeless services).

“If Grantee’s combined invoices for any quarter exceed one-fourth the Funding Limit, the Grantee shall (before the next regularly scheduled Board meeting materials deadline) submit to the Board a letter to explain the uneven spend-down of Funding and to notify the Board whether it anticipates making a request to the Authority for additional funding for the October 1, 2024 through September 30, 2025 Funding Period.”

This letter applies to the second quarter of the current fiscal year, which is January through March. Invoices are submitted by the agencies for the previous month’s services.

SMA spent \$47,963 out of the budgeted \$90,000.00, which is 53%.



150 Magnolia Ave.
Daytona Beach, FL 32114
P 800-539-4228 | smahealthcare.org

April 9, 2025

West Volusia Hospital Authority
Attn. Chairman
c/o James Moore and Company
133 E Indiana Avenue
DeLand, FL 32724

Program: Homeless – Wavier

Dear Chairman:

Per contract, funding disbursements will be made in monthly installments up to one-fourth of the funding limit per quarter. If grantees combined invoices for any quarter exceed one-fourth the funding limit, the grantee may submit a written explanation to request a waiver.

SMA Healthcare has reached the funding limit and we are requesting an exception to exceed the Board's imposed quarterly funding limit.

Explanation as to why our agency exceeded the quarterly funding limitation is due to an increase in utilization by approved residents (WVHA HealthCard) in the district in need of services. Our justification to the board is that these services benefit the community and as long as we don't exceed our total annual budget for services provided in this quarter invoiced SMA believes that we should be compensated for expenses incurred to provide these services to the community.

Thank you for your consideration on this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Ivan Cosimi", with a long, sweeping horizontal line extending to the right.

Ivan Cosimi
Chief Executive Officer
SMA Healthcare, Inc.

WEBSITE REVISION



PREPARED & CREATED BY VICE CHAIR COMMISSIONER R. FORD

A photograph of several hands of different skin tones cupping a single, glossy red heart. The hands are positioned in a way that they form a protective, bowl-like shape around the heart. The background is a solid light blue color.

GOALS OF THE UPDATE

- Improve site navigation & content organization
- Centralize legal and governance materials
- Align structure with stakeholder needs

At the April meeting, we talked about adding three new pages to the website.

These pages will be called:

1.Commissioners

2.CAC

3.Legal & Governance

We will put the **Commissioners** and **CAC** pages between the **About Us** and **Economic Impact** pages.

The **Legal & Governance** page will go between the **Partners** and **Contact Us** pages.

TAB BAR

HOME

ABOUT US

COMMISSIONERS

CAC

ECONOMIC IMPACT

PARTNERS

LEGAL & GOVERNANCE

CONTACT US

HEALTH Q&A

Home

About Us

Economic Impact

Partners

Contact Us

HealthCard Q&A



HOME

I would like to suggest a change for the home page. Right now, there are links that say:

- “Click here for Applicant Ethical Laws”
- “Click here for FY 2024–2025 Goals”

I suggest moving both links to the new Legal & Governance page.

- This way, the home page can focus only on one thing: “Apply for the WVHA HealthCard.”

The West Volusia Hospital Authority (WVHA) is an independent special taxing district established by the State of Florida for the purpose of providing access to health care for indigent residents of the district.

CLICK HERE FOR APPLICABLE ETHICS LAWS

Apply for WVHA HealthCard

CLICK HERE FOR FY 2024–2025 GOALS



HOME PT. 2

MEETINGS

2025 Scheduled Meetings

Meetings are held on the third Thursday of each month at 5:00 PM, at a duly noticed location. This website is updated infrequently, and accuracy of meeting information shown here is not guaranteed. Meeting notices are published in the legal notices section of the Daytona Beach News-Journal per statutory requirement. Two hearings are held in September of each year to permit public input on the budget and ad valorem tax rate (millage) under consideration for the upcoming fiscal year. Generally the WVHA takes a recess in December holding no meeting during that month.

MEETING AGENDAS

Meeting agendas for meetings are available on request. Please contact us if you would like a copy of the agenda for our next meeting.

[CLICK HERE FOR MEETING SCHEDULE](#)

WVHA
Budget

WVHA
Audited Financial Statement

WVHA
Board Meeting Materials

- I would like to suggest a change for the home page. Right now, there are links that say:
- “WVHA Budget”
- WVHA Audited Financial Statement
- I suggest moving both links to the Economic Impact page.

ABOUT US

For the About Us page, I have a suggestion based on what we talked about in the April meeting.

We agreed that the **About Us** section should clearly explain **what the West Volusia Hospital Authority (WVHA) is**.

So, I suggest we:

•**Remove** the following links from this page:

- “Click here for Enabling Legislation”
- “Click here to see District Map”
- “Click to learn about the Medicaid Match Dispute”

•**Move** these links to the new **Legal & Governance** tab.

Also, the section currently called “**How We Work**”, which talks about the CAC, should be **replaced with content explaining what the WVHA is**

The West Volusia Hospital Authority (WVHA) is a special taxing district established by the State of Florida to provide access to health care for the qualified indigent residents of the taxing district. The enabling legislation and description of the Tax District’s geographic boundaries are available to view or download below. It is funded by ad valorem (property) taxes, and uses its funding to provide access to health care.

[CLICK HERE FOR ENABLING LEGISLATION](#)

[CLICK HERE TO SEE DISTRICT MAP](#)

[Apply for WVHA HealthCard](#)

[CLICK TO LEARN ABOUT MEDICAID MATCH DISPUTE](#)



How We Work

The West Volusia Hospital Authority (WVHA) Citizens Advisory Committee (CAC) shall be composed of ten (10) members appointed by the Board, who will serve at the pleasure of the Board. The Board may expand, reduce or abolish the Committee or replace any member without stating a cause. Each Board member shall nominate two (2) prospective members for the Citizens Advisory Committee for the Board’s consideration. Members of the Committee shall serve during the term of office of the Board member who nominated them. There shall be no limit to the number of terms a person may serve on the Committee.

Every Committee member is expected to attend each meeting of the Committee and be a positive and effective contributor to the deliberations of the Committee. Only duly appointed members of the Committee shall vote on the business of the

COMMISSIONERS

Per the April meeting, it was discussed to add a new page called Commissioners.

This page will include:

- Photos of each Commissioner
- The mailing address / P.O. Box of WVHA
- The Commissioners email address (typed out — not a hyperlink)
- Term of Office and Expiration
- A short description of the board:
 - The Commissioners of the WVHA are a 5-member board elected by the people of West Volusia. They are responsible for managing the nearly \$20 million budget of this special tax district..

CAC

At the April meeting, we talked about adding a new page called CAC.

This page will have:

- The **names** of the CAC members
- The **email addresses** of the members (typed out, not clickable)
- A **description of the CAC**, which is already written on the website under “How We Work” in the About Us section

ECONOMIC IMPACT

- Per the April Meeting , it was discussed to potentially clean up the wording to make it easier to read and not be too wordy:
- **How to Apply:**
To schedule an appointment, call:
- The House Next Door: (386) 232-2055
- Rising Against All Odds: (386) 202-4209
- Addition Section :
- Add Budget and Audited Financial Statement to this page
-



HOW TO APPLY:

Click on the HealthCard Q & A tab to fill out Form 1 and Form 2 to get started. You can also call The House Next Door for an appointment at (386) 232-2055. Rising Against All Odds can also help you apply. Call them at (386) 202-4209.

Did You Know?

WVHA commissioners are elected for four-year terms, and are not compensated for their service.

The WVHA has an administrator and contracts for accounting and legal services.

The maximum millage (tax) rate that can legally be levied by the WVHA is 4 mills. The FY 2024-2025 rate is well below that, at 1.0480 mills.

The WVHA usually meets on the third Thursday of the month at a duly noticed location. All members of the public are welcome to attend.

The WVHA fiscal year runs from October 1 through September 30. Two hearings are held in September to determine the tax rate and budget for the following year, and these hearings are also open to the public.

The WVHA does not own or manage a hospital. It provides funding to hospitals and not for profit agencies to support health care for eligible low-income residents of the taxing district.

MEETINGS

2025 Scheduled Meetings

Meetings are held on the third Thursday of each month at 5:00 PM, at a duly noticed location. This website is updated infrequently, and accuracy of meeting information shown here is not guaranteed. Meeting notices are published in the legal notices section of the Daytona Beach News-Journal per statutory requirement. Two hearings are held in September of each year to permit public input on the budget and ad valorem tax rate (millage) under consideration for the upcoming fiscal year. Generally the WVHA takes a recess in December holding no meeting during that month.

MEETING AGENDAS

Meeting agendas for meetings are available on request. Please contact us if you would like a copy of the agenda for our next meeting.

[CLICK HERE FOR MEETING SCHEDULE](#)

WVHA
Budget

WVHA
**Audited Financial
Statement**

WVHA
**Board Meeting
Materials**

105 W Calvin Street
DeLand, FL 32720
(800) 539-4228

(386) 738-9169

(386) 232-2055

(386) 734-8120



PARTNERS

At the April meeting, we talked about a change for the Partners page.

I recommend we **remove the CFO logo and information** from the **Partners page** and **move it to the Legal & Governance tab**.

Our attorney let us know that the CFO is **not officially a partner** of WVHA but required per the state to put on the website as a compliance requirement .

LEGAL & GOVERNANCE

At the April meeting, we talked about where certain documents should go on the website. We decided that the following documents should be placed in the Legal & Governance tab in the order as listed below:

- Enabling Legislation
- Applicable Ethics Laws
- District Map
- FY 2024–2025 Goals (and future goals too)
- Medicaid Match Dispute

CONTACT US

At the April meeting, we talked about making changes to the Contact Us section.

I suggest we:

- Remove the Commissioners and CAC sections, since we will have two new pages just for those boards.
- Keep the Administration section as it is.

The screenshot shows the WVHA website's navigation bar with links: Home, About Us, Economic Impact, Partners, Contact Us, and HealthCard Q&A. Below the navigation bar is a green button labeled "Apply for WVHA HealthCard". The main content area is divided into three columns. The first column, titled "WVHA Commissioners", lists three commissioners with their names, group assignments, addresses, phone numbers, and email links. The second column, titled "WVHA Citizens Advisory Committee", lists five members with their names and email links. The third column, titled "WVHA Administrator", lists the administrator's name, address, phone number, and email link. Below the administrator section is a section for "Professional Advisors" listing an accountant and an attorney with their names and contact information. A red rectangular box highlights the "WVHA Commissioners" and "WVHA Citizens Advisory Committee" sections.

Home About Us Economic Impact Partners Contact Us HealthCard Q&A

Apply for WVHA HealthCard

WVHA Commissioners

Jennifer Moore *Group A, Seat 1*
130 Carlton Avenue
DeLand, FL 32720
386-748-4845
EMAIL

Rakeem Ford *Group A, Seat 2*
919 Glazebrook Loop
Orange City, FL 32763
954-593-7659
EMAIL

Judy Craig *Group A, Seat 3 (2020)*
1835 Anchor Avenue
DeLand, FL 32720
386-738-5781
EMAIL

Jennifer Coen *Group B, Seat 1*
2847 W. New York Avenue
DeLand, FL 32720
407-719-0884
EMAIL

Voloria Manning *Group B, Seat 2*
201 W. Division Street
DeLand, FL 32720
386-748-9254

WVHA Citizens Advisory Committee

Chelsey Brown
EMAIL

Felicia Benzo
EMAIL

Creg Kennedy
EMAIL

Angela Price
EMAIL

Patrick Rogers
EMAIL

Jabari Brown
EMAIL

Najwa Worthen
EMAIL

Maria Valdivia
EMAIL

Thelma Belton
EMAIL

Randa Mayers
EMAIL

WVHA Administrator

Stacy Tebo
WVHA
PO Box 940
DeLand, FL 32721-0940
386-626-4870 FAX 386-854-7618
EMAIL
WVHA

Professional Advisors

Accountant:
Webb Shephard
WVHA
PO Box 940
DeLand, FL 32721-0940
386-626-4870
EMAIL

Accountant:
Zach Chalifour
WVHA
PO Box 940
DeLand, FL 32721-0940
386-626-4870
EMAIL

Attorney:
Theodore Small
Law Office of Theodore Small, P.A.

1. Mid-Level vs. Medical Director discussion

miCare has observed during the last few WVHA board meetings commentary that suggests that having mid-levels providing primary care is considered ‘bad medicine.’ We’d like to comment that having mid-level providers (NPs and PAs) embedded into a primary care clinic is common practice across the county. The amount of primary care physicians is on the decline and under the supervision of the practicing physician, mid-level providers have effectively filled this void for decades. The State of FL (and all others) allows for this hierarchy to occur. The miCare model of utilizing mid-levels is an accepted model we’ve found effective with not only the WVHA clinics but with others as well. miCare will continue to function with mid-levels until the WVHA Board elects to vote for a contract amendment to accommodate a physician only model.

2. Appointment No-Shows

As with any medical clinic, no-show appointments do occur. miCare considers anything less than 5% to be a ‘normal’ no-show rate. Historically, WVHA has offered incentives such as drawings for gas cards, etc. for attending scheduled appointments to reduce this rate.

As part of miCare’s standard process, patients receive a phone call the day prior to their appointment as well as automated text reminders that are generated from the EMR. If a no-show does occur, the miCare staff does everything possible to fill that appointment slot with a same day walk-in appointment. At this point, unless the WVHA Board elects to institute repercussions or a different strategy for no-shows, miCare will continue to handle these as described above.

3. VoRide

While decisions are made around the future of the Deltona Clinic, miCare would like to share with the Board the concerns the miCare staff has received around VoRide. These were originally shared with Judy Craig via email on 2/27/2025:

- VoRide is only available in Deland, Deltona, Debary, and Orange City. Some of the card members are not able to use this service since they do not reside in these areas.
- With VoRide, card members need to walk where VoRide has a station and sometimes it can be a long walk for the card members.
- VoRide can take a length of time for pick up. Recently one card member reported that it took approximately two hours to be picked up from the clinic.

- Votran Gold Services (card members with disabilities) the patient has to call four days ahead to schedule a ride and sometimes they have to wait a length of time to be picked up.
- Voride is \$2.00 dollars. Some of the card members have reported that they do not have the extra money to pay for this service.
- Votran Gold Services went up from \$3 to \$3.50 each way.

4. Saturday Clinic Hours

Upon the initial opening of the WVHA Clinic, miCare did offer Saturday hours. In October 2020, Saturday utilization was at 89%, by Q3 2021 utilization had dropped to 55% and by Q4 2021, it was at 39% and the decision was made to no longer offer these hours. Finding providers and other staff to work the Saturday hours was difficult.

5. Visit Types

In response to the inquiry around the visit types, please find the options below.

#	Visit Type Description
1	Medication Pick Up
2	Recheck/ Follow-Up
3	Lab Ordered by a miCare Provider
4	Physical/Well Exams (Women/Men 18 and over)
5	Hospital Follow-up
6	Sick/Urgent
7	Med Pick Up Pt Assist Program
8	Phone Recheck
9	Lab Ordered by a Non-miCare Provider
9	Regular Visit, 1-2 Issues/Medications
9	Regular Visit, 3+ Issues/Medications
12	1st Clinic Visit
12	Chronic Disease Mgmt
14	Immunization/Shot
14	Well Women Exam/PAP
16	COVID CAR TESTING
16	Nurse Visit
18	Procedure
19	Phone Regular Visit 3+
19	Surgery Medical Clearance

From: [Stacy Tebo](#)
To: [Theodore Small](#)
Cc: [Webb Shephard](#)
Bcc: [Jennifer Coen](#); [Judy Craig](#); judylesliecraig@aol.com; voloriamanning@hotmail.com; [Voloria Manning](#); [Rakeem Ford](#); [Jennifer Moore](#)
Subject: FW: Deltona Primary Care Clinic
Date: Wednesday, April 16, 2025 4:55:00 PM
Attachments: [image001.png](#)

WVHA Board Members,

Please see below for analysis from Jennifer Ambs at AdventHealth regarding clinic consolidation. Please note that her embedded reference links don't work. Ms. Ambs said that the first section of stats market analysis come from their internal official reports, but the others are from the clinic documents Chair Coen emailed her.

I will be out of the office April 21st.

Stacy Tebo

WVHA Administrator



From: AMBS, JENNIFER <JENNIFER.AMBS@AdventHealth.com>
Sent: Monday, April 7, 2025 5:14 PM
To: Jennifer Coen <jcoen@westvolusiahospitalauthority.org>
Cc: swayte@ebms.com; Stacy Tebo <stebo@westvolusiahospitalauthority.org>
Subject: Deltona Primary Care Clinic

Jennifer,

I apologize for the delay in getting this to you. I hope it's not too late.

Firstly, I have included a high-level business plan that highlights some of the benefits to the community and all hospitals. Secondly, there is a quick financial analysis of the clinic. Lastly, I have provided an analysis on whether the rental increase would raise the cost per patient above that of the DeLand clinic.

From what I recall of our discussion, if the data is accurate, my analysis shows that the cost per patient remains lower than DeLand despite the lower volumes, even with a rent increase. To match the size of DeLand, it appears there is a gap of 4 patients per day.

Please review for accuracy, as I used some tools to help consolidate the information.

Business Development Plan for Deltona Primary Care Clinic

Executive Summary

The primary care clinic in Deltona serves a specific payor group and is crucial for addressing the healthcare needs of this population. Despite considerations for closure, maintaining the clinic will provide significant benefits to the community and local hospitals.

Market Analysis

- **Population Data:** Deltona has a growing population with diverse healthcare needs. The population is projected to increase from 104,042 in 2025 to 110,015 in 2030¹.
- **Age and Income:** The average age in Deltona is 40.92 years, with an average household income of \$92,301.86 in 2025¹. This demographic is likely to benefit from accessible primary care services.
- **Ethnicity/Race:** The population includes a significant Hispanic community (41.98% in 2025, increasing to 47.08% in 2030)⁴, indicating a need for culturally competent care.

Healthcare Utilization

- **Inpatient and Outpatient Outmigration:** A substantial volume of patients from

Deltona are seeking IP and OP services outside the area. For example, 42.88% of IP discharges and 67.44% of OP surgeries are outmigrated¹.

Payor Mix Percentages

- **Commercial:** 48.54% in 2024, projected to be 48.85% in 2029¹.
- **Medicaid:** 16.29% in 2024, projected to be 14.07% in 2029¹.
- **Medicare:** 22.88% in 2024, projected to be 24.89% in 2029¹.
- **Uninsured:** 12.29% in 2024, projected to be 12.16% in 2029¹.

Benefits for Hospitals

1. **Reduced Outmigration:** By providing primary care locally, hospitals such as AdventHealth Fish Memorial and Halifax Health UF Health Medical Center Of Deltona will see a reduction in patient outmigration, leading to increased local patient retention¹.
2. **Enhanced Community Health:** With better access to primary care, the overall health of the community will improve, reducing the burden on hospitals for preventable conditions and emergency visits¹.
3. **Collaborative Opportunities:** The clinic will foster collaboration between hospitals and primary care providers, enhancing integrated care models and improving patient outcomes¹.

Implementation Plan

Since the clinic already exists, the focus will be on maintaining and optimizing its operations:

- **Location:** The clinic is strategically located in Deltona to maximize accessibility for residents².
- **Services Offered:** Comprehensive primary care services including preventive care, chronic disease management, and minor acute care².
- **Staffing:** The clinic is staffed with qualified healthcare professionals including primary care physicians, nurse practitioners, and support staff².
- **Technology:** The clinic utilizes electronic health records (EHR) to ensure seamless coordination with local hospitals².
- **Marketing:** Community outreach programs will continue to educate residents about the benefits of the clinic and encourage utilization².

Financial Considerations

- **Operating Costs:** The Deltona Clinic's annual operating costs include utilities, IT

support, janitorial expenses, maintenance, insurance, and rent, totaling approximately \ \$85,403.70³.

- **Potential Savings:** Closing the Deltona Clinic could save approximately \ \$152,973 annually, but there will be closure costs⁴.
- **Patient Assistance Program (PAP):** The PAP primarily saves money for patients by providing access to free or reduced-cost medications and healthcare services. The program has saved approximately \ \$2.3 million to date and serves 275 unique Health Card members⁴.

Indirect Savings for the Health Plan

1. **Preventive Care and Chronic Disease Management:** By ensuring that patients have access to necessary medications, the program helps manage chronic conditions and prevent complications. This reduces the need for more expensive emergency care and hospitalizations, which can be costly for the health plan⁴.
2. **Improved Health Outcomes:** Better access to medications and healthcare services leads to improved health outcomes for patients. Healthier patients are less likely to require costly medical interventions, which reduces overall healthcare costs for the health plan⁴.
3. **Reduced Utilization of High-Cost Services:** By providing preventive care and managing chronic conditions effectively, the program reduces the utilization of high-cost services such as emergency room visits and hospital admissions. This results in cost savings for the health plan⁴.
4. **Administrative Efficiency:** The program's streamlined process for managing patient applications and renewals helps in efficiently managing resources and reducing administrative costs for the health plan⁴.

Conclusion

The primary care clinic in Deltona is essential for addressing the healthcare needs of the specific payor group it serves. By maintaining the clinic, the community will benefit from improved access to primary care, reduced outmigration, and enhanced overall health. Local hospitals will also see improved patient flow and collaborative opportunities. Would you like to delve deeper into any specific section or need additional details?

Based on the detailed information from the documents, here is a comparison of the Deltona Clinic and the DeLand Clinic in terms of financial performance and patient volume:

Financial Performance

Deltona Clinic

- **Total Operating Costs:** \\$85,403.70 annually¹.
- **All-in Cost per Visit:**
 - At maximum capacity: \\$318².
 - At current utilization: \\$378².

DeLand Clinic

- **Total Operating Costs:** \\$133,581.24 annually¹.
- **All-in Cost per Visit:**
 - At maximum capacity: \\$368².
 - At current utilization: \\$391².

Patient Volume

Deltona Clinic

- **Maximum Number of Visits:** 3,659².
- **Actual Number of Visits:** 3,079².
- **Actual Lab + Nurse Visits:** 1,285².
- **Actual Medication Pick-Ups:** 2,845².
- **Average Unique Patients per Day:** 12².

DeLand Clinic

- **Maximum Number of Visits:** 4,536².
- **Actual Number of Visits:** 4,262².
- **Actual Lab + Nurse Visits:** 2,416².
- **Actual Medication Pick-Ups:** 3,957².
- **Average Unique Patients per Day:** 16².

Summary

- **Financial Performance:** The Deltona Clinic has lower total operating costs compared to the DeLand Clinic. However, the all-in cost per visit at current utilization is slightly lower for the Deltona Clinic (\\$378) compared to the DeLand Clinic (\\$391)².

- **Patient Volume:** The DeLand Clinic handles a higher volume of visits, lab + nurse visits, and medication pick-ups compared to the Deltona Clinic. The DeLand Clinic also sees more unique patients per day (16) compared to the Deltona Clinic (12)².

In conclusion, while the Deltona Clinic operates at lower costs, the DeLand Clinic handles a higher patient volume and has slightly higher costs per visit at current utilization. Both clinics play a crucial role in serving the healthcare needs of the community, but the DeLand Clinic appears to have a higher capacity and utilization rate².

To determine if the cost per unique patient day for the Deltona Clinic will still be less than the DeLand Clinic after a rent increase, we need to calculate the new cost per unique patient day for the Deltona Clinic with the increased rent and compare it to the current cost per unique patient day for the DeLand Clinic.

Current Data

Deltona Clinic

- **Operating Costs:** \ \$85,403.70 annually³.
- **Unique Patients per Day:** 12³.
- **Rent Increase:** 6%³.

DeLand Clinic

- **Operating Costs:** \ \$133,581.24 annually³.
- **Unique Patients per Day:** 16³.

Calculations

1. New Rent for Deltona Clinic:

- Current Rent: \ \$85,403.70
- Rent Increase: 6%
- New Rent: $\$85,403.70 * (1 + 0.06) = \$90,527.92$

2. Cost per Unique Patient Day for Deltona Clinic:

- New Operating Costs: \ \$90,527.92
- Unique Patients per Day: 12

Days in a Year: 365

- New Cost per Unique Patient Day: $\$90,527.92 / (12 * 365) = \20.68

3. Cost per Unique Patient Day for DeLand Clinic:

- Operating Costs: $\$133,581.24$
- Unique Patients per Day: 16
- Days in a Year: 365
- Cost per Unique Patient Day: $\$133,581.24 / (16 * 365) = \22.88

Comparison

- **Deltona Clinic:** $\$20.68$ per unique patient day (after rent increase)
- **DeLand Clinic:** $\$22.88$ per unique patient day

Conclusion

Even after a 6% rent increase, the cost per unique patient day for the Deltona Clinic ($\$20.68$) will still be less than the cost per unique patient day for the DeLand Clinic ($\$22.88$).

If you need further details or have any other questions, feel free to ask!

From: Jennifer Coen <jcoen@westvolusiahospitalauthority.org>

Sent: Thursday, March 27, 2025 3:15 PM

To: AMBS, JENNIFER <JENNIFER.AMBS@AdventHealth.com>

Cc: swayte@ebms.com; Stacy Tebo <stebo@westvolusiahospitalauthority.org>

Subject: [EXTERNAL] Consideration of miCare Deltona clinic consolidation

Hi, Jennifer,

Thank you for your call in this matter & any help that AdventHealth can lend our Commissioners in consideration of this matter is very much appreciated.

I am attaching most of the data Commissioners have been presented with to include:

1. miCare clinic management recommendation/presentation

2. 12 month rolling expenses broke down by clinic as you requested, Stacy Tebo receives this report
3. Legal/historical background on clinic management
4. Answers from ebms (clinic management) on Questions referred to them from Commissioenrs at February meeting
5. Census data provided to us from Citizens Comments in March meeting

We have a follow up phone call scheduled on Friday, April 11 at 12pm. I also cc'd Sue Wayte to this email if you need additional information she is Senior Account Executive at miCare Health Ctr.

Sue, Jennifer Ambs, is Chief Financial Officer, Adventhealth West Volusia & very graciously willing to look over the matter before us.

Thank you.

Jennifer Coen

Commissioner

West Volusia Hospital Authority Board of Commissioners

WEST VOLUSIA HOSPITAL AUTHORITY

FINANCIAL STATEMENTS

APRIL 30, 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 April 30, 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
May 15, 2025



**WEST VOLUSIA HOSPITAL AUTHORITY
BALANCE SHEET - MODIFIED CASH BASIS
APRIL 30, 2025**

ASSETS

Ameris Bank - operating	\$ 1,717,601
Ameris Bank - MM	10,342,614
Ameris Bank - payroll	62,778
Mainstreet Community Bank - EBMS operational escrow	200,000
Mainstreet Community Bank - MM	6,638,124
Surety Bank - MM	1,607,059
Mainstreet Community Bank - Certificates of deposit	5,000,000
Prepaid items and deposits	2,000
Total Assets	<u><u>\$ 25,570,176</u></u>

FUND BALANCE

Total Fund Balance	<u><u>\$ 25,570,176</u></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 SEVEN MONTHS ENDED APRIL 30, 2025

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Revenues					
Ad valorem taxes	\$ 508,011	\$ 17,915,455	\$ 18,700,000	\$ 784,545	96%
Interest income	81,191	336,867	400,000	63,133	84%
Other income	2,859	243,211	34,333	(208,878)	708%
Total revenues	<u>592,061</u>	<u>18,495,533</u>	<u>19,134,333</u>	<u>638,800</u>	<u>97%</u>
Expenditures					
Healthcare expenditures					
Hospitals					
Halifax Hospital	169,155	685,902			
AdventHealth	183,658	1,022,838			
Total hospitals	<u>352,813</u>	<u>1,708,740</u>	3,200,000	1,491,260	53%
Specialty Care Services					
Specialty Care - ER	4,407	36,474			
Specialty Care - Non-ER	385,487	2,452,456			
Total Specialty Care Services	<u>389,894</u>	<u>2,488,930</u>	3,500,000	1,011,070	71%
Emergency Room Care	58,660	456,141	1,000,000	543,859	46%
Primary Care	230,119	1,232,039	2,500,000	1,267,961	49%
Pharmacy	54,218	268,475	900,000	631,525	30%
Florida Dept of Health Dental Svcs	5,551	79,834	160,000	80,166	50%
Hispanic Health Initiatives	8,000	48,550	100,000	51,450	49%
Community Legal Services	7,514	37,738	88,500	50,762	43%
Rising Against All Odds	17,825	124,488	223,017	98,529	56%
The House Next Door	4,063	27,204	45,000	17,796	60%
SMA - Homeless Program	9,582	47,963	90,000	42,037	53%
SMA - Residential Treatment	-	-	550,000	550,000	0%
SMA - Baker Act - Match	-	-	150,000	150,000	0%
County Medicaid Reimbursement	287,071	2,009,500	3,444,857	1,435,357	58%
H C R A - In County	11,491	23,456	400,000	376,544	6%
H C R A - Outside County	-	1,936	400,000	398,064	0%
The Neighborhood Center	10,250	57,525	125,000	67,475	46%
Healthy Communities Kid Care Outreach	5,405	33,161	72,202	39,041	46%
Other Healthcare Expenditures	-	-	174,767	174,767	0%
Total healthcare expenditures	<u>1,452,456</u>	<u>8,645,680</u>	<u>17,123,343</u>	<u>8,477,663</u>	<u>50%</u>
Personnel services					
Regular salaries and wages	5,755	40,287	69,064	28,777	58%
FICA	440	3,131	5,283	2,152	59%
Retirement	784	5,491	10,104	4,613	54%
Life and Health Insurance	959	6,495	12,000	5,505	54%
Workers Compensation Claims	3,926	7,545	25,000	17,455	30%
Total personnel services	<u>11,864</u>	<u>62,949</u>	<u>121,451</u>	<u>58,502</u>	<u>52%</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 SEVEN MONTHS ENDED APRIL 30, 2025

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Other expenditures					
Legal Counsel	6,500	45,500	78,000	32,500	58%
Outside Legal Counsel	-	-	30,000	30,000	0%
Audit	-	21,575	21,575	-	100%
General Accounting - Recurring	9,776	58,656	118,560	59,904	49%
General Accounting - Nonrecurring	-	-	15,000	15,000	0%
Application Screening - THND	47,055	281,385	563,761	282,376	50%
Application Screening - RAAO	5,568	26,880	97,742	70,862	28%
TPA Services (EBMS)	42,781	238,583	500,000	261,417	48%
Building Repairs	6,496	53,456	100,000	46,544	53%
Advertising	-	1,937	10,000	8,063	19%
Other Operating Expenditures	388	16,103	79,900	63,797	20%
Tax Collector & Appraiser Fee	6,848	420,879	650,000	229,121	65%
City of DeLand Tax Increment District	-	164,037	125,000	(39,037)	131%
Total other expenditures	125,412	1,328,991	2,389,538	1,060,547	56%
Total expenditures	1,589,732	10,037,620	19,634,332	9,596,712	51%
Excess (deficiency) of revenues over expenditures	\$ (997,671)	\$ 8,457,913	\$ (499,999)	\$ (8,957,912)	-1692%

See accountants' compilation report.