

**West Volusia Hospital Authority**  
**WVHA BOARD OF COMMISSIONERS REGULAR MEETING**  
**August 19, 2021**  
**5:00 p.m.**  
**DeLand City Hall**  
**120 S. Florida Avenue**  
**DeLand, FL**

**AGENDA**

1. Call to Order
2. Opening Observance followed by a moment of silence
3. Approval of Proposed Agenda
4. Consent Agenda
  - A. Approval of Minutes Budget Workshop Meeting July 15, 2021
  - B. Approval of Minutes Regular Meeting July 15, 2021
5. Citizens Comments
6. Citizens Advisory Committee (CAC), Jacquie Lewis, Sub-Committee Chair
  - A. Minutes August 3, 2021 (Draft)
    1. Chair Jacquie Lewis New Member Orientation
7. Reporting Agenda
  - A. EBMS July Report - Written Submission
  - B. WVHA miCare Clinics DeLand/Deltona July Report – Written Submission
    1. Pharmacy Dispensary Update Included
  - C. The House Next Door (THND) July HealthCard Report – Written Submission
8. Contractual Utilization Reports to the WVHA Board of Commissioners
  - A. Hispanic Health Initiative, Josephine Mercado, Executive Director
  - B. Community Legal Services of Mid-Florida, Christina Russo Walters, Attorney
9. Discussion Items
  - A. Attorney Eric Romano – Update Opioid Litigation
    1. Mallinckrodt PLC Bankruptcy Plan-Approve or Object
  - B. CAC Nominee, Christian Brown/Chair Manning (application attached)
  - C. SMA Baker Act AHCA LIP Match opportunity roughly \$257,000.00 (Eric Horst email dated 8/6/2021 attached)
  - D. Review Proposed Budget 2021-2022
    1. 2021-2022 CAC Ranking Recommendations
  - E. Site Visit Expanded Site Visit Write Ups
    1. The Neighborhood Center Healthcare Navigator Program
    2. SMA Homeless/Psychiatric Services Program
  - F. WVHA miCare DeLand Clinic – Authorizing miCare to Manage Building and Maintenance Matters-Budget Line-Item Building & Office Costs
  - G. Termite Pest Control Proposals
    1. Aaron Pest Control (attached)
    2. Massey Services 2 Proposals (attached)
    3. Orkin 3 Proposals (attached)
  - H. County Medicaid Split
  - I. Follow Up Items
10. Finance Report
  - A. July Financials
11. Legal Update
12. Adjournment

**WEST VOLUSIA HOSPITAL AUTHORITY  
WVHA BOARD OF COMMISSIONERS BUDGET WORKSHOP**

**4:00 P.M.**

DeLand Police Department Community Room

219 W. Howry Avenue, DeLand, FL

July 15, 2021

DeLand, Florida

**Those in Attendance:**

Commissioner Voloria Manning

Commissioner Judy Craig

Commissioner Jennifer Coen

Commissioner Roger Accardi

**Absent:**

Commissioner Brian Soukup

**CAC Members in Attendance:**

Jacquie Lewis

Linda White

**Others Present:**

Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.

Accountant for the Authority: Ron Cantlay, Dreggors, Rigsby & Teal, (DRT) P.A.

Administrative Support: Eileen Long, DRT

**Call to Order**

Chair Manning called the meeting to order. The meeting took place at the DeLand Police Department Community Room, located at 219 W. Howry Avenue, DeLand, Florida, having been legally noticed in the Daytona Beach News-Journal, a newspaper of general circulation in Volusia County, commencing at 4:00 p.m.

**Approval of Proposed Agenda**

**Motion 073 – 2021** Commissioner Craig motioned to approve the agenda as presented.

Commissioner Coen seconded the motion. The motion passed by a 4-0-1 vote.

**Citizens Comments**

There were none.

**Discussion Items**

**Millage Rate – Presentation Attached**

### **WVHA 2021-2022 Budget Forecast**

Mr. Ron Cantlay reviewed the Millage Rate presentation along with the WVHA 2021-2022 Budget Forecast.

There was much Board discussion and consensus that the rolled-back millage rate would be adopted during the Regular Meeting commencing upon the conclusion of this Budget Workshop. There was some Board directives to Mr. Cantlay on shifting some budgeted amounts in several budgeted line items.

### **EBMS/Veracity Budget Projections 2021-2022 (email dated 7/7/2021 attached)**

### **The House Next Door (THND) 2021-2022 Enrollment Forecast (email dated 7/7/2021 attached)**

### **Funding Applications and amounts requested**

### **Adjournment**

There being no further business to come before the Board, the meeting was adjourned.

Adjournment

Voloria Manning, Chair

**WEST VOLUSIA HOSPITAL AUTHORITY  
WVHA BOARD OF COMMISSIONERS REGULAR MEETING  
COMMENCING UPON THE CONCLUSION OF THE BUDGET WORKSHOP 5:17 P.M.  
DeLand Police Department Community Room  
219 W. Howry Avenue, DeLand, FL  
July 15, 2021  
DeLand, Florida**

**Those in Attendance:**

Commissioner Voloria Manning  
Commissioner Judy Craig  
Commissioner Jennifer Coen  
Commissioner Roger Accardi

**Absent:**

Commissioner Brian Soukup

**CAC Members in Attendance:**

Jacquie Lewis  
Linda White

**Others Present:**

Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.  
Accountant for the Authority: Ron Cantlay, Dreggors, Rigsby & Teal, (DRT) P.A.  
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**Approval of Proposed Agenda**

**Motion 074 – 2021** Commissioner Craig motioned to approve the agenda as presented. Commissioner Accardi seconded the motion. The motion passed by a 4-0-1 vote.

**Consent Agenda**

**Approval of Minutes Joint Meeting with the CAC June 17, 2021**

**Motion 075 – 2021** Commissioner Coen motioned to approve the consent agenda. Commissioner Accardi seconded the motion. The motion passed by a 4-0-1 vote.



## **Citizens Comments**

There were none.

## **Reporting Agenda**

**EBMS June Report – Written Submission**

**WVHA miCare Clinic DeLand/Deltona June Report – Written Submission**

**The House Next Door (THND) June HealthCard Report – Written Submission**

## **Contractual Utilization Reports to the WVHA Board of Commissioners**

**Gail Hallmon, Operations Director, The House Next Door (THND) – Therapeutic Services**

Ms. Gail Hallmon updated the Board regarding the difficulties THND has faced due to the COVID-19 pandemic and their difficulties in hiring three Therapist vacancies.

## **John Guthrie, ED, Healthy Communities**

Mr. John Guthrie addressed the Board and explained that children on Medicaid has increased by 13% since last year. Their Outreach Counselors are trusted throughout the community, and they are doing a great job. Healthy Communities has been equipping them and preparing them to be able to digitally meet with people.

## **Discussion Items**

### **Proposed Millage Rate**

Chair Manning asked the Board to entertain a motion for the Board to adopt Resolution 2021-002 as presented.

Attorney Small read Resolution 2021-002 into the public record.

**Motion 076 – 2021** Commissioner Craig Motioned to adopt Resolution 2021-002. Commissioner Accardi seconded the motion.

Roll Call:

Commissioner Accardi	Yes
Commission Coen	Yes
Commissioner Craig	Yes
Chair Manning	Yes
Commissioner Soukup	Absent

The motion passed by a 4-0-1 vote.

**Site Visits 2020-2021 – DRT Engagement Letter (attached)**  
**Rising Against All Odds HIV/Aids/Outreach Services**  
**SMA Residential Treatment Beds**  
**SMA Baker Act Services**  
**Healthy Start Coalition of Flagler and Volusia (HSCFV) WIS/NOS Outreach Services**  
**HSCFV Family Services Coordinator**

**Motion 077 – 2021** Commissioner Accardi motioned to approve the DRT Engagement Letter as presented. Commissioner Craig seconded the motion. The motion passed by a 4-0-1 vote.

### **County's Proposed Medicaid Reimbursement Expense**

Commissioner Coen updated the Board with a spreadsheet she prepared (attached) reflecting the historical computations and the Halifax proposed allocations for calculating each taxing districts County Medicaid share of costs.

There was some Board discussion regarding authorizing Attorney Small to attend the County Council Meetings on behalf of the Board to make it clear to the County that this Board wants to calculate the County of Volusia Medicaid cost share utilizing the historical methodology that has been in place for many years.

**Motion 078 – 2021** Commissioner Craig motioned to authorize Attorney Small to attend County Council Meetings, as needed, to represent the WVHA Board of Commissioners in discussion about the Medicaid distributions and shared County and taxing districts reimbursements. Commissioner Coen seconded the motion.

Roll Call:

Commissioner Craig	Yes
Commissioner Coen	Yes
Commissioner Accardi	Yes
Chair Manning	Yes

The motion passed by a 4-0-1 vote.

**Motion 079 – 2021** Commissioner Accardi nominated Commissioner Soukup to attend the County Council Meetings and represent the WVHA Board of Commissioners with Commissioner Coen as an alternate if Commissioner Soukup is not available. Commissioner Craig seconded the motion. The motion passed by a 4-0-1 vote.

**Motion 080 – 2021** Commissioner Craig wanted to stress that the WVHA Board wants Attorney Small to represent to the Volusia County Council that the WVHA wishes to maintain that the County Medicaid reimbursements continue utilizing the historical calculations for shared Medicaid reimbursements based upon utilization and not based on enrollment. Further, she felt that Attorney Small was being too constricted in working on behalf of the WVHA Board's best interests and she specifically wanted to allow him to represent in between WVHA public

meetings giving him the latitude to do his job on behalf of the WVHA Board of Commissioners. Commissioner Accardi seconded the motion. The motion passed by a 4-0-1 vote.

**WVHA miCare DeLand Clinic Building Maintenance/Repairs  
Aaron Pest Control Letter/Agreement dated June 11, 2021 (attached)**

**Motion 081 – 2021** Commissioner Accardi motioned to give the WVHA miCare DeLand Clinics latitude for acute emergency building and maintenance repairs that need immediate relief. Commissioner Coen seconded the motion. The motion passed by a 4-0-1 vote.

There was Board discussion and consensus that DRT would shop for some other pest control companies and obtain several comprehensive termite proposals and bring them back to the Board during the August Regular Meeting.

**WVHA Tentatively Scheduled Meetings 2021 (attached)  
CAC Sub-Committee – 4 dates reserved**

There was Board discussion that the four meetings added would be utilized as placeholders and the CAC Sub-Committee members can determine how many meetings they will require.

**Motion 082 – 2021** Commissioner Coen motioned to approve the 2021 Tentatively Scheduled Meetings as presented. Commissioner Accardi seconded the motion. The motion passed by a 4-0-1 vote.

**Reconsideration of Whether WVHA Should Provide Some Limited Reimbursement  
for Durable Medical Equipment (DME) Commissioner Accardi**

Commissioner Accardi explained that this project was very voluminous and in places convoluted. He has been putting together a proposal of items that could be included and what wouldn't be included, but he needed more time.

There was Board consensus that Commissioner Accardi would attempt to have a DME proposal ready in time for the September Regular Meeting.

**WVHA Manager/Advisor Commissioner Soukup**

**Motion 083 – 2021** Commissioner Craig motioned to remove this matter from future agendas. Commissioner Coen seconded the motion. The motion passed by a 4-0-1 vote.

**Follow-Up Items**

**Finance Report  
June Financials**

Mr. Ron Cantlay, DRT reviewed for the Board the June financial statements.

**Motion 084 – 2021** Commissioner Accardi motioned to pay the expenditures totaling \$1,894,929.37, a transfer from Intracoastal Money Market into the Intracoastal Operating Account of \$708,102.04, a transfer of \$1,500,000.00 from Mainstreet Community Bank into the Intracoastal Money Market Account for a total of \$4,103,031.41. Commissioner Coen seconded the motion.

#### **Legal Update**

#### **Adjournment**

There being no further business to come before the Board, the meeting was adjourned.

Adjournment

Voloria Manning, Chair

**CITIZENS ADVISORY COMMITTEE MEETING  
Sub-Committee  
WEST VOLUSIA HOSPITAL AUTHORITY  
DELAND CITY HALL  
120 S. FLORIDA AVENUE  
DELAND FL  
AUGUST 3, 2021  
5:15PM  
MINUTES**

**CAC Members/Attendance:**

Patrick Rogers  
Jenneffer Pulapaka  
Linda White  
Donna Pepin  
Brandy White  
Jacquie Lewis  
Dolores Guzman

**Absent:**

David Williams  
Althea Whittaker

**Others Present:**

Commissioner Jennifer Coen  
Eileen Long, Dreggors, Rigsby & Teal, P.A.

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**Call to Order**

CAC Chair Donna Pepin opened the meeting with The Pledge of Allegiance followed by a moment of silence.

**Approval of Agenda**

Member Linda White motioned to approve the agenda. Member Jacquie Lewis seconded the motion. The motion passed by a 6-1-2 vote, Member Dolores Guzman representing the dissenting vote.

**CAC Sub-Committee Election of Officers  
Chair**

Member Linda White nominated member Jacquie Lewis as CAC Sub-Committee Chair. Member Dolores Guzman seconded the nomination. The nomination passed by a 7-0-2 vote.

## **Vice-Chair**

Member Dolores Guzman nominated Member Linda White as CAC Sub-Committee Vice-Chair. Member Jenneffer Pulapaka seconded the nomination. The nomination passed by a 7-0-2 vote.

## **Citizens Comments**

There were none.

## **Development of Orientation Process for New CAC Members and/or New Board Members**

Member Linda White motioned that the next CAC Sub-Committee focus the discussion of this group on the development of an orientation process and to cap the time limit of these meetings to an hour and a half. Member Dolores Guzman seconded the motion. The motion passed by a 7-0-2 vote.

CAC Sub-Committee Chair, Jacquie Lewis, provided an outline for WVHA/CAC New Member Orientation (see attached) and asked Ms. Long to distribute to her fellow CAC members for their input.

## **Sensitivity Training Options**

There was consensus, after much discussion, that the CAC and the Board of Commissioners would benefit from a 15-minute sensitivity training session.

## **Identify Data Trending Information to be produced by WVHA Funded Agencies and process for capturing de-identified HIPAA data**

There was much discussion and consent that the CAC Sub-Committee really wanted better outcomes versus output from each funded agency.

## **CAC Comments**

## **Adjournment**

There being no further business before the Committee, the meeting was adjourned.

Jacquie Lewis, CAC Sub-Committee Chair

**WVHA**  
**Community Advisory Board**  
**New Member Orientation Sub-Committee**

Here is a sample outline of what might be covered in the orientation sub-committee:

**WVHA's mission, history, scope, accountabilities and statement of values (video). (Review attached)**

**Legal/Housekeeping:**

Roberts Rules Review: Judy Craig/Parliamentarian

Legal/Tax District Applicable Ethics Laws

Social Media/Public Commenting: Ted Small, Esq.

**Review of Bios of current board members and key staff:**

**Advisory Board Member Expectations/Executed Document:**

**Samples:**

Review of Procedures for Application process.

Follow the organization's bylaws, policies, and board resolution

Sign an annual conflict-of-interest disclosure and update it during the year if necessary as well as disclose potential conflicts before meetings

Maintain confidentiality about all internal matters of WVHA

Monitoring Programs and Service Delivery

Compliance with All Governing Laws and Regulations

Overseeing the Organization's Finances and Protecting its Assets

Good stewardship of resources, including but not limited to time and money

**Provider Presentation:**

Overview of partners in care/video/website sampling of non-profits facilities/programs/service lines. Recipient comments and reviews. (Can be done via video)

## **WVHA's mission, history, scope, accountabilities and statement of values**

### **Potential Speakers/Sampling of Topics (2-3 minute video clip per participant)**

**Eileen O'Reilly, Association: Welcome, Admin function, Process, Accountabilities, Meetings, Dissemination of information.**

**Larry Arrington, Past Volusia County Manager: Why/How WVHA evolved (1957 State Legislature) and legalities surrounding the separate organization/compliance.**

**Tanner Andrews, Esquire: Outside in overview of WVHA.**

**Charles Duva, MD, Retired Emergency Room Physician: Inside out overview of the past role of ED's and access to Primary Care as the workaround for more effective care/better outcomes for our community.**





EBMS

August 19, 2021

Submission Report for  
WVHA Board Members

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# Executive Summary for 00532

Client: West Volusia Hospital Authority  
 Paid Dates: 7/1/2021 to 7/31/2021  
 Location: All

Department: All  
 Benefit Plan: All  
 TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	3961		Charges	\$5,044,172	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$4,203,104	Addl Info Not Provided	-\$646,743	-12.82%
Medical	\$819,433	\$505	Allowed	\$841,068	Duplicate Charges	\$343,169	6.80%
Professional	\$349,707	\$215	less Member	\$19,215	Plan Limitations	\$1,139,892	22.60%
Facility	\$469,726	\$289	less Adjustments	\$2,420	UCR Reductions	\$1,350	0.03%
PBM	\$0	\$0	Paid Benefit	\$819,433	Other	\$3,365,435	66.72%
Total Plan Paid:	\$819,433	\$505	plus Admin Costs	\$102,000	Total:	\$4,203,104	83.33%
			Total Plan Paid:	\$921,433			

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
7/31/2021	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	14	22	36	0	0	0	0	36	0	0
20 to 25	37	39	76	0	0	0	0	76	0	0
26 to 29	46	34	80	0	0	0	0	80	0	0
30 to 39	144	118	262	0	0	0	0	262	0	0
40 to 49	155	194	349	0	0	0	0	349	0	0
50 to 59	212	289	501	0	0	0	0	501	0	0
60 to 64	94	146	240	0	0	0	0	240	0	0
65 and Older	26	54	80	0	0	0	0	80	0	0
Totals	728	896	1624	0	0	0	0	1624	0	0
Average Age	45.92	48.67	47.44	0.00	0.00	0.00	0.00	47.44	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 7/31/2021	Employee	Spouse	Dependent
Halifax Hospital Medical	37	\$231,310	0 to 19	\$6,575	\$0	\$0
Medical Center Of Deltona	38	\$104,492	20 to 25	\$9,427	\$0	\$0
Adventhealth Fish	86	\$54,698	26 to 29	\$25,837	\$0	\$0
Florida Cancer Specialists	135	\$50,990	30 to 39	\$74,977	\$0	\$0
Adventhealth Deland	67	\$45,253	40 to 49	\$183,669	\$0	\$0
Quest Diagnostics Tampa	464	\$28,932	50 to 59	\$302,233	\$0	\$0
Orange City Surgery	69	\$23,383	60 to 64	\$108,322	\$0	\$0
6 Radiology Associates	165	\$20,710	65 and Older	\$108,394	\$0	\$0
Orange City Surgery	41	\$18,636	Totals	\$819,433	\$0	\$0
Daytona Heart Group	83	\$14,515				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
January 21	\$195,932	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
February 21	\$461,274	Medical	\$16,103	46	\$740,738
March 21	\$432,415	Vision	\$0	31	\$0
April 21	\$662,120	RX	\$0	71	\$0
May 21	\$391,136	Total:			\$740,738
June 21	\$424,614				
July 21	\$819,433				
Total:	\$3,386,923				



## Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

7/1/2021 to 7/31/2021

Benefit Plan: All

Location:

All

TIN: All

### Benefit Analysis

Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ALLERGY CARE	3	\$1,077	\$666	\$411	\$10	\$0	\$401	0.05%
AMBULANCE	7	\$2,225	\$2,225	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	65	\$99,022	\$87,913	\$11,109	\$0	\$0	\$11,109	1.36%
CHIROPRACTIC	20	\$831	\$332	\$499	\$50	\$0	\$449	0.05%
COVID-19	32	\$3,074	\$2,332	\$742	\$0	\$0	\$742	0.09%
DIALYSIS	86	\$71,926	\$70,031	\$1,895	\$0	\$0	\$1,895	0.23%
DME/APPLIANCE	7	\$6,687	\$6,687	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	749	\$1,487,930	\$1,326,379	\$161,551	\$4,785	\$0	\$156,766	19.13%
HOME HEALTH CARE	3	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	245	\$23,587	\$23,587	\$0	\$0	\$0	\$0	0.00%
INPATIENT PHYS	178	\$43,603	\$33,561	\$10,041	\$0	\$0	\$10,041	1.23%
IP HOSP CHARGES	80	\$976,976	\$860,846	\$116,130	\$1,150	\$0	\$114,980	14.03%
MATERNITY	3	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	83	\$18,615	\$12,831	\$5,784	\$308	\$0	\$5,476	0.67%
OFFICE VISIT	1226	\$183,902	\$106,008	\$77,894	\$6,010	\$0	\$71,884	8.77%
OP PHYSICIAN	309	\$143,368	\$116,394	\$26,974	\$168	\$0	\$26,806	3.27%
OTHER	252	\$400	\$320	\$80	\$0	\$2,420	-\$2,340	-0.29%
OUTPAT HOSP	4	-\$37,115	-\$37,118	\$2	\$2	\$0	\$0	0.00%
PSYCHIATRIC	259	\$147,984	\$107,763	\$40,220	\$1,010	\$0	\$39,210	4.79%
RADIATION/CHEMO	87	\$291,844	\$251,672	\$40,172	\$9	\$0	\$40,163	4.90%
SLEEP DISORDER	7	\$1,531	\$1,531	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	9	\$4,168	\$3,775	\$393	\$80	\$0	\$313	0.04%
SURG FACILITY	106	\$664,429	\$524,425	\$140,003	\$1,115	\$0	\$138,888	16.95%
SURGERY	229	\$38,250	\$29,523	\$8,727	\$0	\$0	\$8,727	1.06%
SURGERY IP	23	\$7,775	\$3,636	\$4,139	\$0	\$0	\$4,139	0.51%
SURGERY OP	166	\$232,050	\$173,558	\$58,492	\$10	\$0	\$58,482	7.14%
THERAPY	356	\$38,271	\$21,483	\$16,788	\$1,330	\$0	\$15,458	1.89%
URGENT CARE	3	\$468	\$468	\$0	\$0	\$0	\$0	0.00%
VISION	8	\$320	\$320	\$0	\$0	\$0	\$0	0.00%
WELLNESS	1462	\$74,302	\$59,978	\$14,324	\$0	\$0	\$14,324	1.75%
XRAY/LAB	3646	\$516,673	\$411,978	\$104,695	\$3,179	\$0	\$101,516	12.39%
Totals:	9713	\$5,044,172	\$4,203,104	\$841,068	\$19,215	\$2,420	\$819,433	



# Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

1/1/2021 to 7/31/2021

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	25794		Charges	\$27,129,510	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$23,664,963	Addl Info Not Provided	\$1,210,402	4.46%
Medical	\$3,386,923	\$298	Allowed	\$3,464,547	Duplicate Charges	\$596,698	2.20%
Professional	\$1,863,842	\$164	less Member	\$75,214	Plan Limitations	\$10,215,481	37.65%
Facility	\$1,523,081	\$134	less Adjustments	\$2,411	Cost Savings	\$3,402	0.01%
PBM	\$0	\$0	Paid Benefit	\$3,386,923	UCR Reductions	\$5,377	0.02%
Vision	\$0	\$0	plus Admin Costs	\$1,046,750	Other	\$11,633,602	42.88%
Total Plan Paid:	\$3,386,923	\$298	Total Plan Paid:	\$4,433,673	Total:	\$23,664,963	87.23%

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
7/31/2021	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	14	22	36	0	0	0	0	36	0	0
20 to 25	37	39	76	0	0	0	0	76	0	0
26 to 29	46	34	80	0	0	0	0	80	0	0
30 to 39	144	118	262	0	0	0	0	262	0	0
40 to 49	155	194	349	0	0	0	0	349	0	0
50 to 59	212	289	501	0	0	0	0	501	0	0
60 to 64	94	146	240	0	0	0	0	240	0	0
65 and Older	26	54	80	0	0	0	0	80	0	0
Totals	728	896	1624	0	0	0	0	1624	0	0
Average Age	45.92	48.67	47.44	0.00	0.00	0.00	0.00	47.44	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 7/31/2021	Employee	Spouse	Dependent
Halifax Hospital Medical	164	\$599,092	0 to 19	\$10,638	\$0	\$0
Medical Center Of Deltona	330	\$495,912	20 to 25	\$38,701	\$0	\$0
Florida Cancer Specialists	779	\$348,067	26 to 29	\$90,643	\$0	\$0
Adventhealth Fish	337	\$228,758	30 to 39	\$445,758	\$0	\$0
Quest Diagnostics Tampa	3414	\$188,001	40 to 49	\$594,310	\$0	\$0
Orange City Surgery	158	\$89,949	50 to 59	\$1,211,184	\$0	\$0
6 Radiology Associates	932	\$89,879	60 to 64	\$615,636	\$0	\$0
Orange City Surgery	231	\$82,265	65 and Older	\$380,051	\$0	\$0
Adventhealth Deland	301	\$73,067	Totals	\$3,386,923	\$0	\$0
Gastroenterology Of	453	\$58,924				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
Month	Paid	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
January 21	\$195,932	Medical	\$16,103	46	\$740,738
February 21	\$461,274	Vision	\$0	31	\$0
March 21	\$432,415	RX	\$0	71	\$0
April 21	\$662,120	Total:			\$740,738
May 21	\$391,136				
June 21	\$424,614				
July 21	\$819,433				
Total:	\$3,386,923				



## Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

1/1/2021 to 7/31/2021

Benefit Plan: All

Location:

All

TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ALLERGY CARE	18	\$4,848	\$3,099	\$1,749	\$40	\$0	\$1,709	0.05%
AMBULANCE	13	\$7,896	\$7,896	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	339	\$531,997	\$469,021	\$62,976	\$0	\$0	\$62,976	1.86%
CHIROPRACTIC	104	\$2,825	\$1,267	\$1,559	\$150	\$0	\$1,409	0.04%
COVID-19	433	-\$267,344	-\$271,639	\$4,295	\$0	\$0	\$4,295	0.13%
DIALYSIS	272	\$596,176	\$581,693	\$14,482	\$0	\$0	\$14,482	0.43%
DME/APPLIANCE	28	\$25,037	\$25,037	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	3695	\$8,166,342	\$8,003,645	\$162,696	\$4,785	\$0	\$157,912	4.66%
HOME HEALTH CARE	11	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	1240	\$229,848	\$229,706	\$141	\$0	\$0	\$141	0.00%
INJECTION	13	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
INPATIENT PHYS	1425	\$296,096	\$243,717	\$52,379	\$0	\$0	\$52,379	1.55%
IP HOSP CHARGES	376	\$5,259,206	\$4,835,773	\$423,433	\$2,825	\$0	\$420,608	12.42%
LAB OP	2	\$2,820	\$2,791	\$29	\$10	\$0	\$19	0.00%
MATERNITY	43	\$19,215	\$17,977	\$1,238	\$0	\$0	\$1,238	0.04%
MEDICAL MISC	768	\$74,748	\$55,845	\$18,904	\$723	\$0	\$18,181	0.54%
OFFICE VISIT	8038	\$1,229,802	\$833,970	\$395,832	\$27,975	\$0	\$367,857	10.86%
OP PHYSICIAN	1630	\$463,856	\$344,730	\$119,126	\$915	\$0	\$118,211	3.49%
OTHER	2041	\$9,711	\$9,613	\$98	\$0	\$2,411	-\$2,313	-0.07%
OUTPAT HOSP	15	\$18,772	\$5,457	\$13,315	\$1,102	\$0	\$12,213	0.36%
PSYCHIATRIC	1344	\$336,037	\$212,319	\$123,718	\$4,940	\$0	\$118,778	3.51%
RADIATION /CHEMO	816	\$1,525,123	\$1,146,503	\$378,621	\$67	\$0	\$378,554	11.18%
SLEEP DISORDER	100	\$9,687	\$9,687	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	18	\$31,561	\$30,886	\$676	\$100	\$0	\$576	0.02%
SURG FACILITY	384	\$3,380,622	\$2,735,232	\$645,390	\$5,145	\$0	\$640,245	18.90%
SURGERY	1673	\$147,802	\$119,232	\$28,570	\$0	\$0	\$28,570	0.84%
SURGERY IP	193	\$299,859	\$256,226	\$43,633	\$0	\$0	\$43,633	1.29%
SURGERY OP	862	\$1,104,878	\$841,400	\$263,478	\$10	\$0	\$263,468	7.78%
THERAPY	2496	\$245,624	\$134,849	\$110,775	\$9,190	\$0	\$101,585	3.00%
URGENT CARE	10	\$2,130	\$2,130	\$0	\$0	\$0	\$0	0.00%
VISION	39	\$1,485	\$1,485	\$0	\$0	\$0	\$0	0.00%
WELLNESS	8305	\$365,992	\$290,395	\$75,598	\$3	\$0	\$75,595	2.23%
XRAY/ LAB	31218	\$3,006,858	\$2,485,021	\$521,837	\$17,234	\$0	\$504,603	14.90%
Totals:	67962	\$27,129,510	\$23,664,963	\$3,464,547	\$75,214	\$2,411	\$3,386,923	



## PCORI Membership Count

Block of Business ID: EBMSI  
Client ID: 00532

Eligibility Date: : 1/1/2021 to 7/31/2021

Month-Year	Employee Count	Dependent Count	Total Member
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00532-West Volusia Hospital Authority

1/1/2021	2231	0	2231
2/1/2021	2237	0	2237
3/1/2021	2250	0	2250
4/1/2021	2250	0	2250
5/1/2021	2096	0	2096
6/1/2021	2009	0	2009
7/1/2021	1846	0	1846

**Total Member Days**

2,131.29



## Enrollment Counts by Postal Code

Block of Business ID: EBMSI  
Client ID: 00532

As Of Date: 7/31/2021

Postal Code	Employee Count	Dependent Count	Total Count
32102	3	0	3
32105	1	0	1
32130	56	0	56
32176	1	0	1
32180	89	0	89
32190	24	0	24
32713	58	0	58
32720	443	0	443
32724	266	0	266
32725	293	0	293
32738	248	0	248
32744	27	0	27
32763	103	0	103
32764	11	0	11
99502	1	0	1
<b>Total</b>	<b>1624</b>	<b>0</b>	<b>1624</b>





## Tier Census by Product 7/1/2021

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	1785	795	990	0	0	0	0	1785
		Subtotal for Active:	1785	795	990	0	0	0	0	1785
		Total for Medical:	1785	795	990	0	0	0	0	1785



## Tier Census by Product 7/15/2021

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	1682	755	927	0	0	0	0	1682
		Subtotal for Active:	1682	755	927	0	0	0	0	1682
		Total for Medical:	1682	755	927	0	0	0	0	1682

# Tier Census by Product 7/31/2021

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	1624	728	896	0	0	0	0	1624
		Subtotal for Active:	1624	728	896	0	0	0	0	1624
		Total for Medical:	1624	728	896	0	0	0	0	1624



# Benefit Analysis Summary

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 7/1/2021 to 7/31/2021

		Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	
00532-West Volusia Hospital Authority									
ALLERGY CARE	3	1,077.00	0.00	665.90	411.10	10.00	0.00	401.10	0.05%
AMBULANCE	7	2,225.00	2,225.00	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	65	99,022.00	3,006.00	84,906.57	11,109.43	0.00	0.00	11,109.43	1.36%
CHIROPRACTIC	20	831.06	286.06	45.67	499.33	50.00	0.00	449.33	0.05%
COVID-19	32	3,074.45	1,022.99	1,309.32	742.14	0.00	0.00	742.14	0.09%
DIALYSIS	86	71,926.35	72,829.15	-2,798.22	1,895.42	0.00	0.00	1,895.42	0.23%
DME/APPLIANCE	7	6,687.00	6,687.00	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	749	1,487,929.92	331,472.13	994,907.18	161,550.61	4,784.59	0.00	156,766.02	19.13%
HOME HEALTH CARE	3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	245	23,586.69	23,586.69	0.00	0.00	0.00	0.00	0.00	0.00%
INPATIENT PHYS	178	43,602.87	19,349.87	14,211.60	10,041.40	0.00	0.00	10,041.40	1.23%
IP HOSP CHARGES	80	976,976.39	177,450.58	683,395.54	116,130.27	1,150.00	0.00	114,980.27	14.03%
MATERNITY	3	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	83	18,614.90	1,261.90	11,568.98	5,784.02	307.78	0.00	5,476.24	0.67%
OFFICE VISIT	1226	183,901.51	-34,173.97	140,181.55	77,893.93	6,010.00	0.00	71,883.93	8.77%
OP PHYSICIAN	309	143,367.71	60,568.50	55,825.50	26,973.71	167.65	0.00	26,806.06	3.27%
OTHER	277	400.00	200.00	120.00	80.00	0.00	2,419.67	-2,339.67	-0.29%
OUTPAT HOSP	4	-37,115.46	-37,140.27	22.41	2.40	2.40	0.00	0.00	0.00%
PSYCHIATRIC	259	147,983.80	1,736.72	106,026.74	40,220.34	1,010.00	0.00	39,210.34	4.79%
RADIATION /CHEMO	87	291,844.00	25,966.00	225,705.95	40,172.05	9.22	0.00	40,162.83	4.90%
SLEEP DISORDER	7	1,530.87	1,530.87	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	9	4,167.74	0.00	3,774.89	392.85	80.00	0.00	312.85	0.04%
SURG FACILITY	106	664,428.54	309.37	524,115.73	140,003.44	1,115.00	0.00	138,888.44	16.95%
SURGERY	229	38,249.98	2,181.00	27,342.26	8,726.72	0.00	0.00	8,726.72	1.06%
SURGERY IP	23	7,774.96	-1,728.00	5,364.18	4,138.78	0.00	0.00	4,138.78	0.51%
SURGERY OP	166	232,050.48	-589.60	174,147.65	58,492.43	10.00	0.00	58,482.43	7.14%
THERAPY	356	38,271.00	435.00	21,047.75	16,788.25	1,330.00	0.00	15,458.25	1.89%
URGENT CARE	3	468.00	468.00	0.00	0.00	0.00	0.00	0.00	0.00%
VISION	8	320.00	320.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	1462	74,301.99	9,021.90	50,955.72	14,324.37	0.00	0.00	14,324.37	1.75%
XRAY/ LAB	3646	516,673.19	43,216.98	368,761.47	104,694.74	3,178.54	0.00	101,516.20	12.39%
<b>Totals for 00532</b>	<b>9738</b>	<b>5,044,171.94</b>	<b>711,499.87</b>	<b>3,491,604.34</b>	<b>841,067.73</b>	<b>19,215.18</b>	<b>2,419.67</b>	<b>819,432.88</b>	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 07:32:39 on 01 August 2021



## Benefit Analysis Summary

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

		Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	
00532-West Volusia Hospital Authority									
ALLERGY CARE	18	4,848.00	243.00	2,855.99	1,749.01	40.00	0.00	1,709.01	0.05%
AMBULANCE	13	7,895.82	7,895.82	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	339	531,996.91	70,634.58	398,386.58	62,975.75	0.00	0.00	62,975.75	1.86%
CHIROPRACTIC	104	2,825.06	588.06	678.47	1,558.53	150.00	0.00	1,408.53	0.04%
COVID-19	433	-267,344.02	-279,907.98	8,269.14	4,294.82	0.00	0.00	4,294.82	0.13%
DIALYSIS	272	596,175.55	376,922.85	204,770.61	14,482.09	0.00	0.00	14,482.09	0.43%
DME/APPLIANCE	28	25,037.00	25,037.00	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	3695	8,166,341.63	7,005,435.44	998,209.76	162,696.43	4,784.59	0.00	157,911.84	4.66%
HOME HEALTH CARE	11	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	1240	229,847.52	229,561.08	145.02	141.42	0.00	0.00	141.42	0.00%
INJECTION	13	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
INPATIENT PHYS	1425	296,096.23	189,210.80	54,506.66	52,378.77	0.00	0.00	52,378.77	1.55%
IP HOSP CHARGES	376	5,259,206.10	2,707,897.62	2,127,875.40	423,433.08	2,825.00	0.00	420,608.08	12.42%
LAB OP	2	2,820.21	2,505.21	286.15	28.85	10.00	0.00	18.85	0.00%
MATERNITY	43	19,214.75	15,251.00	2,726.10	1,237.65	0.00	0.00	1,237.65	0.04%
MEDICAL MISC	768	74,748.23	7,463.95	48,380.57	18,903.71	723.15	0.00	18,180.56	0.54%
OFFICE VISIT	8038	1,229,801.77	83,640.55	750,329.16	395,832.06	27,975.00	0.00	367,857.06	10.86%
OP PHYSICIAN	1630	463,856.07	121,153.77	223,575.90	119,126.40	915.12	0.00	118,211.28	3.49%
OTHER	2685	9,711.00	9,451.36	161.63	98.01	0.00	2,410.63	-2,312.62	-0.07%
OUTPAT HOSP	15	18,772.04	-30,604.87	36,061.47	13,315.44	1,102.40	0.00	12,213.04	0.36%
PSYCHIATRIC	1344	336,037.00	27,669.54	184,649.91	123,717.55	4,940.00	0.00	118,777.55	3.51%
RADIATION /CHEMO	816	1,525,123.41	84,781.92	1,061,720.98	378,620.51	66.64	0.00	378,553.87	11.18%
SLEEP DISORDER	100	9,687.11	9,687.11	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	18	31,561.34	26,402.16	4,483.67	675.51	100.00	0.00	575.51	0.02%
SURG FACILITY	384	3,380,622.16	388,521.09	2,346,710.63	645,390.44	5,145.00	0.00	640,245.44	18.90%
SURGERY	1673	147,802.47	13,931.86	105,300.18	28,570.43	0.00	0.00	28,570.43	0.84%
SURGERY IP	193	299,859.10	102,555.42	153,670.79	43,632.89	0.00	0.00	43,632.89	1.29%
SURGERY OP	862	1,104,877.96	35,591.80	805,808.13	263,478.03	10.00	0.00	263,468.03	7.78%
THERAPY	2496	245,624.37	2,887.00	131,962.26	110,775.11	9,190.00	0.00	101,585.11	3.00%
URGENT CARE	10	2,130.00	2,130.00	0.00	0.00	0.00	0.00	0.00	0.00%
VISION	39	1,485.00	1,485.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	8305	365,992.23	30,687.73	259,706.89	75,597.61	2.82	0.00	75,594.79	2.23%
XRAY/ LAB	31218	3,006,857.68	560,886.69	1,924,133.96	521,837.03	17,233.81	0.00	504,603.22	14.90%

Requested by: ReportScheduler from p316 data [P316]

Generated at: 07:33:02 on 01 August 2021



## Benefit Analysis Summary

Block of Business ID: EBMSI  
Client ID: 00532  
Paid Date: 1/1/2021 to 7/31/2021

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
Totals for 00532	68606	27,129,509.70	11,829,596.56	11,835,366.01	3,464,547.13	75,213.53	2,410.63	3,386,922.97	

## Cost of Major

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 7/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	09	Diseases of Circulatory System	103	192	198,770.06	24.26%
00532	West Volusia Hospital Authority	18	Symptoms, signs and abnormal clinical and laboratory findings, not elsewhere...	200	367	102,637.54	12.53%
00532	West Volusia Hospital Authority	11	Diseases of the Digestive System	104	212	97,266.12	11.87%
00532	West Volusia Hospital Authority	13	Diseases of the Musculoskeletal System & Connective Tissue	179	392	65,302.58	7.97%
00532	West Volusia Hospital Authority	21	Factors Influencing Health Status and Contact with Health Services	185	265	56,424.13	6.89%
00532	West Volusia Hospital Authority	04	Endocrine, nutritional and metabolic diseases	132	212	53,981.48	6.59%
00532	West Volusia Hospital Authority	05	Mental, Behavioral and Neurodevelopmental disorders	127	226	48,632.97	5.93%
00532	West Volusia Hospital Authority	14	Diseases of the Genitourinary System	90	151	47,008.23	5.74%
00532	West Volusia Hospital Authority	02	Neoplasms	54	132	38,727.80	4.73%
00532	West Volusia Hospital Authority	19	Injury, Poisoning and Certain Other Consequences of External Causes	43	84	30,764.60	3.75%
00532	West Volusia Hospital Authority	10	Diseases of the Respiratory System	49	87	27,533.57	3.36%
00532	West Volusia Hospital Authority	07	Diseases of the eye & adnexa	35	46	13,422.11	1.64%
00532	West Volusia Hospital Authority	03	Diseases of the blood and blood-forming organs & disorders involving the...	36	70	12,903.09	1.57%
00532	West Volusia Hospital Authority	06	Diseases of the nervous system	48	80	12,097.98	1.48%
00532	West Volusia Hospital Authority	12	Diseases of the skin & subcutaneous tissue	19	28	4,156.90	0.51%
00532	West Volusia Hospital Authority	22	Codes for Special Purposes	6	13	3,727.27	0.45%
00532	West Volusia Hospital Authority	01	Certain infectious and parasitic disease	23	27	3,575.93	0.44%
00532	West Volusia Hospital Authority	08	Diseases of the ear & mastoid process	5	9	1,391.64	0.17%
00532	West Volusia Hospital Authority	15	Pregnancy, childbirth and the puerperium	7	10	695.22	0.08%
00532	West Volusia Hospital Authority	17	Congenital malformations, deformations and chromosomal abnormalities	4	4	413.66	0.05%
				1449	2607	819,432.88	100.00%



# Cost of Major

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	13	Diseases of the Musculoskeletal System & Connective Tissue	410	1883	431,757.73	12.75%
00532	West Volusia Hospital Authority	09	Diseases of Circulatory System	293	801	396,534.59	11.71%
00532	West Volusia Hospital Authority	02	Neoplasms	156	775	389,431.06	11.50%
00532	West Volusia Hospital Authority	11	Diseases of the Digestive System	249	920	366,666.56	10.83%
00532	West Volusia Hospital Authority	18	Symptoms, signs and abnormal clinical and laboratory findings, not elsewhere...	546	1521	336,892.00	9.95%
00532	West Volusia Hospital Authority	21	Factors Influencing Health Status and Contact with Health Services	627	1309	317,102.77	9.36%
00532	West Volusia Hospital Authority	14	Diseases of the Genitourinary System	304	789	221,726.00	6.55%
00532	West Volusia Hospital Authority	04	Endocrine, nutritional and metabolic diseases	496	1115	173,659.97	5.13%
00532	West Volusia Hospital Authority	05	Mental, Behavioral and Neurodevelopmental disorders	227	1053	144,593.94	4.27%
00532	West Volusia Hospital Authority	03	Diseases of the blood and blood-forming organs & disorders involving the...	82	389	116,346.53	3.44%
00532	West Volusia Hospital Authority	10	Diseases of the Respiratory System	129	407	107,172.36	3.16%
00532	West Volusia Hospital Authority	19	Injury, Poisoning and Certain Other Consequences of External Causes	91	259	82,168.52	2.43%
00532	West Volusia Hospital Authority	22	Codes for Special Purposes	17	47	75,596.52	2.23%
00532	West Volusia Hospital Authority	07	Diseases of the eye & adnexa	118	248	68,607.98	2.03%
00532	West Volusia Hospital Authority	06	Diseases of the nervous system	128	279	50,437.36	1.49%
00532	West Volusia Hospital Authority	01	Certain infectious and parasitic disease	82	183	39,976.39	1.18%
00532	West Volusia Hospital Authority	12	Diseases of the skin & subcutaneous tissue	95	174	34,172.96	1.01%
00532	West Volusia Hospital Authority	15	Pregnancy, childbirth and the puerperium	22	210	18,822.72	0.56%
00532	West Volusia Hospital Authority	08	Diseases of the ear & mastoid process	20	55	11,319.10	0.33%
00532	West Volusia Hospital Authority	17	Congenital malformations, deformations and chromosomal abnormalities	9	19	3,937.91	0.12%
				4101	12436	3,386,922.97	100.00%





## Cost of Minor

Block of Business ID: EBMSI  
Client ID: 00532  
Paid Date: 7/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	09.06	Other forms of heart disease	33	53	119,050.88	14.53%
00532	West Volusia Hospital Authority	09.04	Ischemic heart diseases	11	17	49,221.83	6.01%
00532	West Volusia Hospital Authority	18.02	Symptoms and signs involving the digestive system and abdomen	74	128	47,450.24	5.79%
00532	West Volusia Hospital Authority	11.04	Hernia	11	17	34,546.34	4.22%
00532	West Volusia Hospital Authority	05.04	Mood [affective] disorders	89	152	34,168.49	4.17%
00532	West Volusia Hospital Authority	04.02	Diabetes mellitus	75	125	31,780.58	3.88%
00532	West Volusia Hospital Authority	21.01	Persons encountering health services for examinations	157	189	29,818.72	3.64%
00532	West Volusia Hospital Authority	18.01	Symptoms and signs involving the circulatory and respiratory systems	61	93	23,875.26	2.91%
00532	West Volusia Hospital Authority	14.10	Noninflammatory disorders of female genital tract	36	58	22,045.14	2.69%
00532	West Volusia Hospital Authority	13.10	Other dorsopathies	65	105	20,217.81	2.47%
00532	West Volusia Hospital Authority	04.09	Metabolic disorders	34	50	18,048.89	2.20%
00532	West Volusia Hospital Authority	11.02	Diseases of esophagus, stomach and duodenum	45	87	18,021.63	2.20%
00532	West Volusia Hospital Authority	10.04	Other diseases of upper respiratory tract	16	24	16,235.91	1.98%
00532	West Volusia Hospital Authority	14.06	Other diseases of the urinary system	15	22	15,123.31	1.85%
00532	West Volusia Hospital Authority	11.06	Other diseases of intestines	28	46	14,598.18	1.78%
00532	West Volusia Hospital Authority	13.09	Spondylopathies	31	52	14,312.62	1.75%
00532	West Volusia Hospital Authority	02.08	Malignant neoplasms of breast	7	19	13,534.23	1.65%
00532	West Volusia Hospital Authority	21.07	Persons with potential health hazards related to communicable diseases	7	9	9,842.11	1.20%
00532	West Volusia Hospital Authority	09.09	Diseases of veins, lymphatic vessels and lymph nodes, not elsewhere classified	13	31	9,802.59	1.20%
00532	West Volusia Hospital Authority	13.13	Other soft tissue disorders	43	56	9,693.83	1.18%
00532	West Volusia Hospital Authority	21.09	Encounters for other specific health care	6	9	9,668.20	1.18%
00532	West Volusia Hospital Authority	18.08	General symptoms and signs	42	55	9,650.16	1.18%
00532	West Volusia Hospital Authority	19.05	Injuries to the shoulder and upper arm	3	8	9,617.25	1.17%
00532	West Volusia Hospital Authority	10.05	Chronic lower respiratory diseases	20	40	9,374.64	1.14%
00532	West Volusia Hospital Authority	09.03	Hypertensive diseases	33	41	9,166.39	1.12%
00532	West Volusia Hospital Authority	18.06	Symptoms and signs involving cognition, perception, emotional state and...	10	16	8,619.36	1.05%
00532	West Volusia Hospital Authority	11.05	Noninfective enteritis and colitis	9	20	7,825.89	0.96%
00532	West Volusia Hospital Authority	05.02	Mental and behavioral disorders due to psychoactive substance use	8	13	7,776.92	0.95%
00532	West Volusia Hospital Authority	19.09	Injuries to the knee and lower leg	9	21	7,577.06	0.92%
00532	West Volusia Hospital Authority	13.05	Other joint disorders	36	73	7,575.68	0.92%

Requested by: ReportScheduler from p316 data [P316]

Generated at: 03:59:34 on 01 August 2021

# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 7/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

Clientid	Client Name	Categoryid	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	11.07	Diseases of peritoneum and retroperitoneum	1	1	7,440.98	0.91%
00532	West Volusia Hospital Authority	07.04	Disorders of lens	12	18	7,268.36	0.89%
00532	West Volusia Hospital Authority	18.03	Symptoms and signs involving the skin and subcutaneous tissue	15	18	7,134.63	0.87%
00532	West Volusia Hospital Authority	09.07	Cerebrovascular diseases	12	15	6,503.25	0.79%
00532	West Volusia Hospital Authority	21.15	Persons with potential health hazards related to family and personal history...	23	42	5,859.53	0.72%
00532	West Volusia Hospital Authority	02.19	Benign neoplasms, except benign neuroendocrine tumors	24	29	5,777.39	0.71%
00532	West Volusia Hospital Authority	03.05	Other disorders of blood and blood-forming organs	5	20	5,314.08	0.65%
00532	West Volusia Hospital Authority	11.09	Disorders of gallbladder, biliary tract and pancreas	8	11	5,126.55	0.63%
00532	West Volusia Hospital Authority	05.05	Anxiety, dissociative, stress-related, somatoform and other nonpsychotic...	24	43	4,934.49	0.60%
00532	West Volusia Hospital Authority	13.04	Osteoarthritis	18	22	4,661.26	0.57%
00532	West Volusia Hospital Authority	06.06	Episodic and paroxysmal disorders	19	25	4,659.30	0.57%
00532	West Volusia Hospital Authority	11.10	Other diseases of the digestive system	5	9	4,582.38	0.56%
00532	West Volusia Hospital Authority	06.11	Other disorders of the nervous system	16	37	4,070.31	0.50%
00532	West Volusia Hospital Authority	14.03	Acute kidney failure and chronic kidney disease	16	29	4,007.56	0.49%
00532	West Volusia Hospital Authority	02.11	Malignant neoplasms of urinary tract	3	6	3,997.62	0.49%
00532	West Volusia Hospital Authority	19.03	Injuries to the thorax	2	2	3,989.29	0.49%
00532	West Volusia Hospital Authority	19.01	Injuries to the head	4	8	3,987.74	0.49%
00532	West Volusia Hospital Authority	22.1	Emergency Use 2019-nCoV acute respiratory disease	6	13	3,727.27	0.45%
00532	West Volusia Hospital Authority	03.03	Aplastic and other anemias and other bone marrow failure syndromes	12	17	3,641.73	0.44%
00532	West Volusia Hospital Authority	02.05	Melanoma and other malignant neoplasms of skin	3	7	3,534.53	0.43%
00532	West Volusia Hospital Authority	03.01	Nutritional anemias	16	26	3,474.99	0.42%
00532	West Volusia Hospital Authority	11.03	Diseases of appendix	1	3	3,358.47	0.41%
00532	West Volusia Hospital Authority	07.02	Disorders of conjunctiva	3	5	2,861.61	0.35%
00532	West Volusia Hospital Authority	06.07	Nerve, nerve root and plexus disorders	7	10	2,393.33	0.29%
00532	West Volusia Hospital Authority	09.05	Pulmonary heart disease and diseases of pulmonary circulation	4	10	2,336.54	0.29%
00532	West Volusia Hospital Authority	02.10	Malignant neoplasms of male genital organs	3	15	2,322.12	0.28%
00532	West Volusia Hospital Authority	14.08	Disorders of breast	12	12	2,257.39	0.28%
00532	West Volusia Hospital Authority	09.08	Diseases of arteries, arterioles and capillaries	12	19	2,247.38	0.27%
00532	West Volusia Hospital Authority	14.02	Renal tubulo-interstitial diseases	2	11	2,200.20	0.27%
00532	West Volusia Hospital Authority	02.06	Malignant neoplasms of mesothelial and soft tissue	1	3	2,100.66	0.26%

# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 7/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	02.09	Malignant neoplasms of female genital organs	2	8	2,000.97	0.24%
00532	West Volusia Hospital Authority	02.02	Malignant neoplasms of digestive organs	3	15	1,994.41	0.24%
00532	West Volusia Hospital Authority	04.01	Disorders of thyroid gland	17	21	1,973.79	0.24%
00532	West Volusia Hospital Authority	12.01	Infections of the skin and subcutaneous tissue	8	11	1,960.24	0.24%
00532	West Volusia Hospital Authority	13.14	Disorders of bone density and structure	5	21	1,815.98	0.22%
00532	West Volusia Hospital Authority	01.16	Mycoses	13	13	1,793.79	0.22%
00532	West Volusia Hospital Authority	13.12	Disorders of synovium and tendon	6	8	1,762.93	0.22%
00532	West Volusia Hospital Authority	18.09	Abnormal findings on examination of blood, without diagnosis	13	15	1,680.47	0.21%
00532	West Volusia Hospital Authority	19.10	Injuries to the ankle and foot	5	13	1,518.86	0.19%
00532	West Volusia Hospital Authority	18.12	Abnormal findings on diagnostic imaging and in function studies, without...	16	17	1,463.70	0.18%
00532	West Volusia Hospital Authority	11.08	Diseases of liver	13	14	1,270.44	0.16%
00532	West Volusia Hospital Authority	21.08	Persons encountering health services in circumstances related to reproduction	7	16	1,235.57	0.15%
00532	West Volusia Hospital Authority	19.07	Injuries to the wrist, hand and fingers	5	11	1,210.28	0.15%
00532	West Volusia Hospital Authority	02.20	Neoplasms of uncertain behavior, polycythemia vera and myelodysplastic...	8	10	1,186.15	0.14%
00532	West Volusia Hospital Authority	04.04	Disorders of other endocrine glands	4	4	1,175.79	0.14%
00532	West Volusia Hospital Authority	07.06	Glaucoma	8	10	1,169.80	0.14%
00532	West Volusia Hospital Authority	13.08	Deforming dorsopathies	4	10	1,106.30	0.14%
00532	West Volusia Hospital Authority	08.04	Other disorders of ear	4	7	1,088.64	0.13%
00532	West Volusia Hospital Authority	13.03	Inflammatory polyarthropathies	10	10	1,063.54	0.13%
00532	West Volusia Hospital Authority	13.01	Infectious arthropathies	1	16	1,039.20	0.13%
00532	West Volusia Hospital Authority	19.04	Injuries to the abdomen, lower back, lumbar spine, pelvis and external genitals	5	7	1,023.57	0.12%
00532	West Volusia Hospital Authority	19.20	Other and unspecified effects of external causes	3	4	1,011.17	0.12%
00532	West Volusia Hospital Authority	12.09	Other disorders of the skin and subcutaneous tissue	4	10	948.32	0.12%
00532	West Volusia Hospital Authority	04.07	Other nutritional deficiencies	10	11	946.99	0.12%
00532	West Volusia Hospital Authority	18.04	Symptoms and signs involving the nervous and musculoskeletal systems	5	6	913.57	0.11%
00532	West Volusia Hospital Authority	18.11	Abnormal findings on examination of other body fluids, substances and...	7	7	883.63	0.11%
00532	West Volusia Hospital Authority	02.17	Malignant neoplasms of lymphoid, hematopoietic and related tissue	3	3	847.80	0.10%
00532	West Volusia Hospital Authority	13.15	Other osteopathies	2	6	833.98	0.10%
00532	West Volusia Hospital Authority	05.07	Disorders of adult personality and behavior	4	7	771.69	0.09%
00532	West Volusia Hospital Authority	10.01	Acute upper respiratory infections	4	7	753.80	0.09%

# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 7/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	05.03	Schizophrenia, schizotypal, delusional, and other non-mood psychotic disorders	6	8	698.30	0.09%
00532	West Volusia Hospital Authority	07.05	Disorders of choroid and retina	3	3	670.66	0.08%
00532	West Volusia Hospital Authority	10.11	Other diseases of the respiratory system	6	10	669.05	0.08%
00532	West Volusia Hospital Authority	02.01	Malignant neoplasms of lip, oral cavity and pharynx	1	10	654.87	0.08%
00532	West Volusia Hospital Authority	01.05	Infections with a predominantly sexual mode of transmission	1	3	635.37	0.08%
00532	West Volusia Hospital Authority	14.05	Other disorders of kidney and ureter	6	11	612.58	0.07%
00532	West Volusia Hospital Authority	02.14	Malignant neoplasms of ill-defined, other secondary and unspecified sites	1	5	597.18	0.07%
00532	West Volusia Hospital Authority	12.03	Dermatitis and eczema	4	4	596.55	0.07%
00532	West Volusia Hospital Authority	12.06	Radiation-related disorders of the skin and subcutaneous tissue	2	2	586.56	0.07%
00532	West Volusia Hospital Authority	01.13	Viral hepatitis	4	5	583.53	0.07%
00532	West Volusia Hospital Authority	07.07	Disorders of vitreous body and globe	3	3	580.65	0.07%
00532	West Volusia Hospital Authority	13.11	Disorders of muscles	4	4	549.17	0.07%
00532	West Volusia Hospital Authority	06.03	Extrapyramidal and movement disorders	3	4	497.98	0.06%
00532	West Volusia Hospital Authority	11.01	Diseases of oral cavity and salivary glands	4	4	495.26	0.06%
00532	West Volusia Hospital Authority	13.07	Systemic connective tissue disorders	5	6	494.52	0.06%
00532	West Volusia Hospital Authority	03.04	Coagulation defects, purpura and other hemorrhagic conditions	5	7	472.29	0.06%
00532	West Volusia Hospital Authority	14.07	Diseases of male genital organs	4	4	439.40	0.05%
00532	West Volusia Hospital Authority	15.02	Supervision of high risk pregnancy	5	6	408.83	0.05%
00532	West Volusia Hospital Authority	18.10	Abnormal findings on examination of urine, without diagnosis	3	3	369.83	0.05%
00532	West Volusia Hospital Authority	07.01	Disorders of eyelid, lacrimal system and orbit	3	4	353.78	0.04%
00532	West Volusia Hospital Authority	18.05	Symptoms and signs involving the genitourinary system	5	5	347.75	0.04%
00532	West Volusia Hospital Authority	19.18	Poisoning by, adverse effects of and underdosing of drugs, medicaments and...	3	5	345.92	0.04%
00532	West Volusia Hospital Authority	06.04	Other degenerative diseases of the nervous system	3	3	345.64	0.04%
00532	West Volusia Hospital Authority	07.03	Disorders of sclera, cornea, iris and ciliary body	2	2	312.25	0.04%
00532	West Volusia Hospital Authority	19.08	Injuries to the hip and thigh	2	2	279.25	0.03%
00532	West Volusia Hospital Authority	10.07	Other respiratory diseases principally affecting the interstitium	1	2	254.57	0.03%
00532	West Volusia Hospital Authority	09.10	Other and unspecified disorders of the circulatory system	2	3	250.58	0.03%
00532	West Volusia Hospital Authority	08.02	Diseases of middle ear and mastoid	1	1	245.45	0.03%
00532	West Volusia Hospital Authority	15.04	Other maternal disorders predominantly related to pregnancy	2	3	222.44	0.03%
00532	West Volusia Hospital Authority	07.10	Visual disturbances and blindness	1	1	205.00	0.03%



## Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 7/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	01.14	Human immunodeficiency virus [HIV] disease	1	1	193.53	0.02%
00532	West Volusia Hospital Authority	09.02	Chronic rheumatic heart diseases	3	3	190.62	0.02%
00532	West Volusia Hospital Authority	18.07	Symptoms and signs involving speech and voice	2	2	189.18	0.02%
00532	West Volusia Hospital Authority	02.18	In situ neoplasms	2	2	179.87	0.02%
00532	West Volusia Hospital Authority	10.02	Influenza and pneumonia	2	2	165.77	0.02%
00532	West Volusia Hospital Authority	14.09	Inflammatory diseases of female pelvic organs	3	3	165.00	0.02%
00532	West Volusia Hospital Authority	13.18	Intraoperative and postprocedural complications and disorders of...	1	2	163.56	0.02%
00532	West Volusia Hospital Authority	14.04	Urolithiasis	1	1	157.65	0.02%
00532	West Volusia Hospital Authority	01.04	Other bacterial diseases	1	1	154.30	0.02%
00532	West Volusia Hospital Authority	17.10	Other congenital malformations	1	1	152.18	0.02%
00532	West Volusia Hospital Authority	05.06	Behavioral syndromes associated with physiological disturbances and...	2	2	151.75	0.02%
00532	West Volusia Hospital Authority	19.06	Injuries to the elbow and forearm	2	2	138.60	0.02%
00532	West Volusia Hospital Authority	17.09	Congenital malformations and deformations of the musculoskeletal system	1	1	131.42	0.03%
00532	West Volusia Hospital Authority	05.10	Behavioral and emotional disorders with onset usually occurring in childhood...	1	1	131.33	0.02%
00532	West Volusia Hospital Authority	01.01	Intestinal infectious diseases	1	1	99.18	0.01%
00532	West Volusia Hospital Authority	10.09	Other diseases of the pleura	2	2	79.83	0.01%
00532	West Volusia Hospital Authority	17.03	Congenital malformations of the circulatory system	1	1	76.11	0.01%
00532	West Volusia Hospital Authority	19.13	Effects of foreign body entering through natural orifice	1	1	65.61	0.01%
00532	West Volusia Hospital Authority	12.04	Papulosquamous disorders	1	1	65.23	0.01%
00532	West Volusia Hospital Authority	15.06	Complications of labor and delivery	1	1	63.95	0.01%
00532	West Volusia Hospital Authority	01.19	Pediculosis, acariasis and other infestations	1	2	60.71	0.01%
00532	West Volusia Hospital Authority	18.13	Abnormal tumor markers	2	2	59.76	0.01%
00532	West Volusia Hospital Authority	08.01	Diseases of external ear	1	1	57.55	0.01%
00532	West Volusia Hospital Authority	01.11	Viral infections characterized by skin and mucous membrane lesions	1	1	55.52	0.01%
00532	West Volusia Hospital Authority	04.08	Overweight, obesity and other hyperalimentation	1	1	55.44	0.01%
00532	West Volusia Hospital Authority	17.08	Congenital malformations of the urinary system	1	1	53.95	0.01%
00532	West Volusia Hospital Authority	13.21	Chronic Gout	1	1	12.20	0.00%
				1649	2607	819,432.88	100.00%



## Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	02.08	Malignant neoplasms of breast	14	170	174,080.04	5.14%
00532	West Volusia Hospital Authority	09.06	Other forms of heart disease	73	190	166,879.22	4.93%
00532	West Volusia Hospital Authority	21.09	Encounters for other specific health care	34	117	140,737.13	4.16%
00532	West Volusia Hospital Authority	18.02	Symptoms and signs involving the digestive system and abdomen	215	522	136,050.46	4.02%
00532	West Volusia Hospital Authority	21.01	Persons encountering health services for examinations	563	877	132,179.05	3.90%
00532	West Volusia Hospital Authority	11.02	Diseases of esophagus, stomach and duodenum	131	433	124,399.41	3.67%
00532	West Volusia Hospital Authority	09.04	Ischemic heart diseases	38	83	113,643.68	3.36%
00532	West Volusia Hospital Authority	04.02	Diabetes mellitus	251	628	108,653.47	3.21%
00532	West Volusia Hospital Authority	14.10	Noninflammatory disorders of female genital tract	112	306	106,641.43	3.15%
00532	West Volusia Hospital Authority	13.04	Osteoarthritis	76	168	98,166.91	2.90%
00532	West Volusia Hospital Authority	13.09	Spondylopathies	78	246	98,056.92	2.90%
00532	West Volusia Hospital Authority	05.04	Mood [affective] disorders	144	755	97,614.02	2.88%
00532	West Volusia Hospital Authority	11.04	Hernia	25	71	94,267.31	2.78%
00532	West Volusia Hospital Authority	18.01	Symptoms and signs involving the circulatory and respiratory systems	158	342	77,992.45	2.30%
00532	West Volusia Hospital Authority	22.1	Emergency Use 2019-nCoV acute respiratory disease	17	47	75,596.52	2.23%
00532	West Volusia Hospital Authority	13.13	Other soft tissue disorders	116	263	73,787.37	2.18%
00532	West Volusia Hospital Authority	13.10	Other dorsopathies	163	536	73,675.14	2.18%
00532	West Volusia Hospital Authority	02.19	Benign neoplasms, except benign neuroendocrine tumors	95	170	72,274.93	2.13%
00532	West Volusia Hospital Authority	03.05	Other disorders of blood and blood-forming organs	22	103	72,200.91	2.13%
00532	West Volusia Hospital Authority	11.06	Other diseases of intestines	85	178	68,327.95	2.02%
00532	West Volusia Hospital Authority	02.11	Malignant neoplasms of urinary tract	6	49	60,429.30	1.78%
00532	West Volusia Hospital Authority	13.05	Other joint disorders	125	411	45,644.71	1.35%
00532	West Volusia Hospital Authority	04.09	Metabolic disorders	189	302	43,768.73	1.29%
00532	West Volusia Hospital Authority	10.04	Other diseases of upper respiratory tract	37	89	41,062.39	1.21%
00532	West Volusia Hospital Authority	07.04	Disorders of lens	40	99	36,730.48	1.08%
00532	West Volusia Hospital Authority	09.08	Diseases of arteries, arterioles and capillaries	29	68	34,601.57	1.02%
00532	West Volusia Hospital Authority	09.03	Hypertensive diseases	173	266	32,394.46	0.96%
00532	West Volusia Hospital Authority	14.06	Other diseases of the urinary system	45	94	31,242.56	0.92%
00532	West Volusia Hospital Authority	18.08	General symptoms and signs	94	158	30,763.99	0.91%
00532	West Volusia Hospital Authority	06.06	Episodic and paroxysmal disorders	64	128	29,766.26	0.88%

Requested by: ReportScheduler from p316 data [P316]

Generated at: 00:34:38 on 01 August 2021



# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	18.12	Abnormal findings on diagnostic imaging and in function studies, without...	93	123	29,708.47	0.88%
00532	West Volusia Hospital Authority	11.05	Noninfective enteritis and colitis	13	55	27,048.70	0.80%
00532	West Volusia Hospital Authority	21.15	Persons with potential health hazards related to family and personal history...	87	188	25,745.94	0.76%
00532	West Volusia Hospital Authority	10.05	Chronic lower respiratory diseases	65	194	25,183.77	0.74%
00532	West Volusia Hospital Authority	14.03	Acute kidney failure and chronic kidney disease	60	171	25,142.36	0.74%
00532	West Volusia Hospital Authority	10.10	Intraoperative and postprocedural complications and disorders of respiratory...	1	1	23,384.51	0.69%
00532	West Volusia Hospital Authority	03.01	Nutritional anemias	36	160	22,492.96	0.66%
00532	West Volusia Hospital Authority	19.22	Complications of surgical and medical care, not elsewhere classified	9	21	21,496.64	0.63%
00532	West Volusia Hospital Authority	01.04	Other bacterial diseases	10	62	20,903.11	0.62%
00532	West Volusia Hospital Authority	18.03	Symptoms and signs involving the skin and subcutaneous tissue	41	66	20,898.58	0.62%
00532	West Volusia Hospital Authority	02.02	Malignant neoplasms of digestive organs	7	102	18,612.08	0.55%
00532	West Volusia Hospital Authority	09.09	Diseases of veins, lymphatic vessels and lymph nodes, not elsewhere classified	25	64	18,605.06	0.55%
00532	West Volusia Hospital Authority	14.04	Urolithiasis	17	39	18,253.48	0.54%
00532	West Volusia Hospital Authority	14.08	Disorders of breast	61	80	17,256.86	0.51%
00532	West Volusia Hospital Authority	05.05	Anxiety, dissociative, stress-related, somatoform and other nonpsychotic...	49	168	17,123.66	0.51%
00532	West Volusia Hospital Authority	14.07	Diseases of male genital organs	20	41	16,459.11	0.49%
00532	West Volusia Hospital Authority	03.03	Aplastic and other anemias and other bone marrow failure syndromes	33	68	16,108.59	0.48%
00532	West Volusia Hospital Authority	09.05	Pulmonary heart disease and diseases of pulmonary circulation	8	42	15,682.71	0.46%
00532	West Volusia Hospital Authority	18.09	Abnormal findings on examination of blood, without diagnosis	71	105	15,192.34	0.45%
00532	West Volusia Hospital Authority	19.05	Injuries to the shoulder and upper arm	8	41	15,007.58	0.44%
00532	West Volusia Hospital Authority	19.09	Injuries to the knee and lower leg	17	47	14,090.53	0.42%
00532	West Volusia Hospital Authority	04.01	Disorders of thyroid gland	82	116	13,762.09	0.41%
00532	West Volusia Hospital Authority	12.07	Disorders of skin appendages	13	22	13,258.67	0.39%
00532	West Volusia Hospital Authority	02.05	Melanoma and other malignant neoplasms of skin	11	39	13,142.68	0.39%
00532	West Volusia Hospital Authority	09.07	Cerebrovascular diseases	23	71	13,088.65	0.39%
00532	West Volusia Hospital Authority	11.09	Disorders of gallbladder, biliary tract and pancreas	23	51	13,056.75	0.39%
00532	West Volusia Hospital Authority	10.11	Other diseases of the respiratory system	18	58	12,167.77	0.36%
00532	West Volusia Hospital Authority	02.09	Malignant neoplasms of female genital organs	5	61	11,839.50	0.35%
00532	West Volusia Hospital Authority	11.03	Diseases of appendix	2	6	11,759.90	0.35%
00532	West Volusia Hospital Authority	11.08	Diseases of liver	49	81	11,751.38	0.35%

# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	02.17	Malignant neoplasms of lymphoid, hematopoietic and related tissue	5	23	11,733.35	0.35%
00532	West Volusia Hospital Authority	13.08	Deforming dorsopathies	15	40	11,542.99	0.34%
00532	West Volusia Hospital Authority	18.06	Symptoms and signs involving cognition, perception, emotional state and...	27	43	11,490.99	0.34%
00532	West Volusia Hospital Authority	06.11	Other disorders of the nervous system	44	97	11,252.56	0.33%
00532	West Volusia Hospital Authority	07.06	Glaucoma	31	53	11,251.28	0.33%
00532	West Volusia Hospital Authority	05.09	Pervasive and specific developmental disorders	2	3	11,250.81	0.33%
00532	West Volusia Hospital Authority	21.07	Persons with potential health hazards related to communicable diseases	18	25	10,726.11	0.32%
00532	West Volusia Hospital Authority	19.06	Injuries to the elbow and forearm	3	38	10,719.89	0.32%
00532	West Volusia Hospital Authority	05.02	Mental and behavioral disorders due to psychoactive substance use	25	43	10,154.34	0.30%
00532	West Volusia Hospital Authority	13.15	Other osteopathies	8	15	9,783.66	0.29%
00532	West Volusia Hospital Authority	15.02	Supervision of high risk pregnancy	14	134	9,638.54	0.28%
00532	West Volusia Hospital Authority	11.07	Diseases of peritoneum and retroperitoneum	2	19	8,809.81	0.26%
00532	West Volusia Hospital Authority	12.09	Other disorders of the skin and subcutaneous tissue	30	60	8,293.57	0.24%
00532	West Volusia Hospital Authority	21.08	Persons encountering health services in circumstances related to reproduction	30	101	7,675.07	0.23%
00532	West Volusia Hospital Authority	06.07	Nerve, nerve root and plexus disorders	12	31	6,908.75	0.20%
00532	West Volusia Hospital Authority	02.01	Malignant neoplasms of lip, oral cavity and pharynx	1	31	6,679.72	0.20%
00532	West Volusia Hospital Authority	11.10	Other diseases of the digestive system	9	20	6,535.87	0.19%
00532	West Volusia Hospital Authority	02.20	Neoplasms of uncertain behavior, polycythemia vera and myelodysplastic...	28	52	6,445.72	0.19%
00532	West Volusia Hospital Authority	08.02	Diseases of middle ear and mastoid	6	12	6,297.50	0.19%
00532	West Volusia Hospital Authority	12.01	Infections of the skin and subcutaneous tissue	24	34	5,895.63	0.17%
00532	West Volusia Hospital Authority	02.10	Malignant neoplasms of male genital organs	4	36	5,849.15	0.17%
00532	West Volusia Hospital Authority	13.03	Inflammatory polyarthropathies	30	55	5,554.69	0.16%
00532	West Volusia Hospital Authority	03.04	Coagulation defects, purpura and other hemorrhagic conditions	11	58	5,544.07	0.16%
00532	West Volusia Hospital Authority	07.02	Disorders of conjunctiva	6	10	5,521.40	0.16%
00532	West Volusia Hospital Authority	18.11	Abnormal findings on examination of other body fluids, substances and...	20	58	5,473.57	0.16%
00532	West Volusia Hospital Authority	15.06	Complications of labor and delivery	3	3	5,411.07	0.16%
00532	West Volusia Hospital Authority	01.01	Intestinal infectious diseases	7	9	5,346.49	0.16%
00532	West Volusia Hospital Authority	05.03	Schizophrenia, schizotypal, delusional, and other non-mood psychotic disorders	14	53	5,107.88	0.15%
00532	West Volusia Hospital Authority	13.14	Disorders of bone density and structure	21	51	5,074.22	0.15%
00532	West Volusia Hospital Authority	07.01	Disorders of eyelid, lacrimal system and orbit	26	37	4,758.37	0.14%



# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientID	Client Name	CategoryID	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	19.01	Injuries to the head	8	15	4,470.74	0.13%
00532	West Volusia Hospital Authority	12.03	Dermatitis and eczema	24	39	4,452.49	0.13%
00532	West Volusia Hospital Authority	01.14	Human immunodeficiency virus [HIV] disease	14	38	4,295.61	0.13%
00532	West Volusia Hospital Authority	19.03	Injuries to the thorax	2	2	3,989.29	0.12%
00532	West Volusia Hospital Authority	19.04	Injuries to the abdomen, lower back, lumbar spine, pelvis and external genitals	10	33	3,973.54	0.12%
00532	West Volusia Hospital Authority	19.10	Injuries to the ankle and foot	14	26	3,971.63	0.12%
00532	West Volusia Hospital Authority	18.04	Symptoms and signs involving the nervous and musculoskeletal systems	19	27	3,906.02	0.12%
00532	West Volusia Hospital Authority	13.12	Disorders of synovium and tendon	16	23	3,881.49	0.11%
00532	West Volusia Hospital Authority	02.14	Malignant neoplasms of ill-defined, other secondary and unspecified sites	4	17	3,721.85	0.11%
00532	West Volusia Hospital Authority	04.07	Other nutritional deficiencies	37	46	3,608.23	0.11%
00532	West Volusia Hospital Authority	07.03	Disorders of sclera, cornea, iris and ciliary body	8	10	3,589.13	0.11%
00532	West Volusia Hospital Authority	07.07	Disorders of vitreous body and globe	10	16	3,528.43	0.10%
00532	West Volusia Hospital Authority	10.02	Influenza and pneumonia	13	37	3,463.04	0.10%
00532	West Volusia Hospital Authority	01.13	Viral hepatitis	16	25	3,416.80	0.10%
00532	West Volusia Hospital Authority	08.04	Other disorders of ear	17	29	3,293.37	0.10%
00532	West Volusia Hospital Authority	04.04	Disorders of other endocrine glands	14	18	3,165.59	0.09%
00532	West Volusia Hospital Authority	01.16	Mycoses	22	28	3,064.20	0.09%
00532	West Volusia Hospital Authority	14.05	Other disorders of kidney and ureter	18	32	2,855.70	0.08%
00532	West Volusia Hospital Authority	02.06	Malignant neoplasms of mesothelial and soft tissue	1	6	2,698.69	0.08%
00532	West Volusia Hospital Authority	18.05	Symptoms and signs involving the genitourinary system	29	44	2,676.95	0.08%
00532	West Volusia Hospital Authority	13.11	Disorders of muscles	12	29	2,602.54	0.08%
00532	West Volusia Hospital Authority	14.02	Renal tubulo-interstitial diseases	4	15	2,545.58	0.08%
00532	West Volusia Hospital Authority	17.08	Congenital malformations of the urinary system	2	3	2,426.74	0.07%
00532	West Volusia Hospital Authority	15.04	Other maternal disorders predominantly related to pregnancy	10	37	1,856.86	0.05%
00532	West Volusia Hospital Authority	05.07	Disorders of adult personality and behavior	4	17	1,802.98	0.05%
00532	West Volusia Hospital Authority	13.01	Infectious arthropathies	2	19	1,728.89	0.05%
00532	West Volusia Hospital Authority	07.05	Disorders of choroid and retina	7	9	1,663.35	0.05%
00532	West Volusia Hospital Authority	08.03	Diseases of inner ear	1	12	1,497.54	0.04%
00532	West Volusia Hospital Authority	19.07	Injuries to the wrist, hand and fingers	10	16	1,460.48	0.04%
00532	West Volusia Hospital Authority	19.08	Injuries to the hip and thigh	6	9	1,413.37	0.04%

# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	18.07	Symptoms and signs involving speech and voice	4	11	1,395.39	0.04%
00532	West Volusia Hospital Authority	02.18	In situ neoplasms	5	12	1,339.06	0.04%
00532	West Volusia Hospital Authority	14.09	Inflammatory diseases of female pelvic organs	9	11	1,328.92	0.04%
00532	West Volusia Hospital Authority	13.07	Systemic connective tissue disorders	10	16	1,251.75	0.04%
00532	West Volusia Hospital Authority	12.06	Radiation-related disorders of the skin and subcutaneous tissue	8	9	1,181.17	0.03%
00532	West Volusia Hospital Authority	06.03	Extrapyramidal and movement disorders	7	10	1,161.38	0.03%
00532	West Volusia Hospital Authority	01.11	Viral infections characterized by skin and mucous membrane lesions	8	8	1,026.72	0.03%
00532	West Volusia Hospital Authority	09.02	Chronic rheumatic heart diseases	9	10	1,025.65	0.03%
00532	West Volusia Hospital Authority	05.06	Behavioral syndromes associated with physiological disturbances and...	7	9	1,014.19	0.03%
00532	West Volusia Hospital Authority	19.20	Other and unspecified effects of external causes	3	4	1,011.17	0.03%
00532	West Volusia Hospital Authority	17.03	Congenital malformations of the circulatory system	4	12	982.84	0.03%
00532	West Volusia Hospital Authority	01.05	Infections with a predominantly sexual mode of transmission	2	4	950.29	0.03%
00532	West Volusia Hospital Authority	07.10	Visual disturbances and blindness	6	9	908.00	0.03%
00532	West Volusia Hospital Authority	15.05	Maternal care related to the fetus and amniotic cavity and possible delivery...	6	10	888.87	0.03%
00532	West Volusia Hospital Authority	06.04	Other degenerative diseases of the nervous system	7	8	859.91	0.03%
00532	West Volusia Hospital Authority	18.10	Abnormal findings on examination of urine, without diagnosis	10	13	842.93	0.02%
00532	West Volusia Hospital Authority	10.01	Acute upper respiratory infections	5	8	771.14	0.02%
00532	West Volusia Hospital Authority	12.05	Urticaria and erythema	5	6	758.50	0.02%
00532	West Volusia Hospital Authority	10.07	Other respiratory diseases principally affecting the interstitium	5	8	741.54	0.02%
00532	West Volusia Hospital Authority	15.09	Other obstetric conditions, not elsewhere classified	7	14	711.39	0.02%
00532	West Volusia Hospital Authority	11.01	Diseases of oral cavity and salivary glands	5	6	709.48	0.02%
00532	West Volusia Hospital Authority	09.10	Other and unspecified disorders of the circulatory system	5	7	613.59	0.02%
00532	West Volusia Hospital Authority	13.16	Chondropathies	1	4	528.34	0.02%
00532	West Volusia Hospital Authority	02.13	Malignant neoplasms of thyroid and other endocrine glands	2	5	509.45	0.02%
00532	West Volusia Hospital Authority	07.08	Disorders of optic nerve and visual pathways	3	4	500.39	0.01%
00532	West Volusia Hospital Authority	18.13	Abnormal tumor markers	7	9	499.86	0.01%
00532	West Volusia Hospital Authority	01.21	Bacterial and viral infectious agents	4	5	443.63	0.01%
00532	West Volusia Hospital Authority	13.18	Intraoperative and postprocedural complications and disorders of...	2	5	383.11	0.01%
00532	West Volusia Hospital Authority	04.06	Malnutrition	1	1	351.39	0.01%
00532	West Volusia Hospital Authority	05.10	Behavioral and emotional disorders with onset usually occurring in childhood...	2	3	350.46	0.01%

# Cost of Minor

Block of Business ID: EBMSI  
 Client ID: 00532  
 Paid Date: 1/1/2021 to 7/31/2021

Products: MM, DE, RX, VI

ClientId	Client Name	CategoryId	Category Description	Unique Patients	Claim Count	Paid Amount	Percent of Total
00532	West Volusia Hospital Authority	19.18	Poisoning by, adverse effects of and underdosing of drugs, medicaments and...	3	5	345.92	0.01%
00532	West Volusia Hospital Authority	12.04	Papulosquamous disorders	3	4	332.93	0.01%
00532	West Volusia Hospital Authority	15.01	Pregnancy with abortive outcome	1	12	315.99	0.01%
00532	West Volusia Hospital Authority	17.09	Congenital malformations and deformations of the musculoskeletal system	2	2	294.66	0.01%
00532	West Volusia Hospital Authority	01.22	Other infectious diseases	1	1	268.38	0.01%
00532	West Volusia Hospital Authority	10.06	Lung diseases due to external agents	1	2	240.94	0.01%
00532	West Volusia Hospital Authority	17.10	Other congenital malformations	1	2	233.67	0.01%
00532	West Volusia Hospital Authority	08.01	Diseases of external ear	2	2	230.69	0.01%
00532	West Volusia Hospital Authority	06.08	Polyneuropathies and other disorders of the peripheral nervous system	2	2	211.33	0.01%
00532	West Volusia Hospital Authority	01.15	Other viral diseases	1	1	200.45	0.01%
00532	West Volusia Hospital Authority	04.10	Postprocedural endocrine and metabolic complications and disorders, not...	1	2	199.28	0.01%
00532	West Volusia Hospital Authority	06.10	Cerebral palsy and other paralytic syndromes	1	2	194.37	0.01%
00532	West Volusia Hospital Authority	05.01	Mental disorders due to known physiological conditions	1	2	175.60	0.01%
00532	West Volusia Hospital Authority	10.09	Other diseases of the pleura	7	10	157.26	0.00%
00532	West Volusia Hospital Authority	07.09	Disorders of ocular muscles, binocular movement, accommodation and...	1	1	157.15	0.00%
00532	West Volusia Hospital Authority	19.12	Injury of unspecified body region	1	1	152.13	0.00%
00532	West Volusia Hospital Authority	04.08	Overweight, obesity and other hyperalimentation	1	2	151.19	0.00%
00532	West Volusia Hospital Authority	13.21	Chronic Gout	2	2	95.00	0.00%
00532	West Volusia Hospital Authority	06.09	Diseases of myoneural junction and muscle	1	1	82.80	0.00%
00532	West Volusia Hospital Authority	02.22	Neoplasms of unspecified behavior	1	2	75.54	0.00%
00532	West Volusia Hospital Authority	19.13	Effects of foreign body entering through natural orifice	1	1	65.61	0.00%
00532	West Volusia Hospital Authority	01.19	Pediculosis, acariasis and other infestations	1	2	60.71	0.00%
00532	West Volusia Hospital Authority	21.06	Hormone sensitivity malignancy status	1	1	39.47	0.00%
				5195	12436	3,386,922.97	100.00%



## Summary of Claims Paid By Location

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 7/1/2021 to 7/31/2021

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
<b>00532-West Volusia Hospital Authority</b>							
DeLand	5	0.00	0.00	0.00	0.00	0.00	0.00
Deltona	39	1,555.95	0.00	0.00	0.00	0.00	1,555.95
miCareDeLand	1878	375,423.64	0.00	0.00	0.00	0.00	375,423.64
miCareDelton	1886	424,895.61	0.00	0.00	0.00	0.00	424,895.61
miCarePierse	147	17,557.68	0.00	0.00	0.00	0.00	17,557.68
Pierson	1	0.00	0.00	0.00	0.00	0.00	0.00
<b>00532 Totals:</b>	<b>3956</b>	<b>819,432.88</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>819,432.88</b>



## Summary of Claims Paid By Location

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 1/1/2021 to 7/31/2021

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
<b>00532-West Volusia Hospital Authority</b>							
DeLand	342	12,813.17	0.00	0.00	0.00	0.00	12,813.17
Deltona	433	95,365.58	0.00	0.00	0.00	0.00	95,365.58
miCareDeLand	11697	1,462,483.56	0.00	0.00	0.00	0.00	1,462,483.56
miCareDeltona	11994	1,639,939.12	0.00	0.00	0.00	0.00	1,639,939.12
miCarePierse	1190	163,948.65	0.00	0.00	0.00	0.00	163,948.65
Pierson	61	12,372.89	0.00	0.00	0.00	0.00	12,372.89
<b>00532 Totals:</b>	<b>25717</b>	<b>3,386,922.97</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>3,386,922.97</b>



## Top Providers by Paid Amount for Tins: '550799729'

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 7/1/2021 to 7/31/2021

There is no data to display  
for the parameters entered



## Top Providers by Paid Amount for Tins: '550799729'

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 1/1/2021 to 7/31/2021

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
55-0799729	1750546313	NEFHS Deltona 2160	Deltona	FL	Hospital	14	214.90	0.00	131.96	82.94	579.22	25.00
55-0799729	1396282208	NEFHS Daytona	South Daytona	FL	Hospital	1	82.00	0.00	0.00	82.00	0.00	0.00
55-0799729	1407026016	NEFHS Deland	Deland	FL	Hospital	5	647.60	0.00	0.00	647.60	0.00	0.00
55-0799729	1467907626	NEFHS Deland 1205	Deland	FL	Hospital	24	3,009.32	0.00	0.00	3,009.32	0.00	0.00
55-0799729	1407026016	NEFHS Deland DO Not Use	Deland	FL	Hospital	3	436.10	0.00	0.00	436.10	0.00	0.00
55-0799729	1992792311	Nefhs Pierson	Pierson	FL	Clinic	2	255.00	0.00	0.00	255.00	0.00	0.00



## Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 7/1/2021 to 7/31/2021

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	719	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: 1/1/2021 to 7/31/2021

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	5859	0.00	0.00	0.00	0.00	0.00	0.00

# CLAIMS PAID BY MONTH

Paid Date: 1/1/20 to 7/31/21

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
<b>00532 - West Volusia Hospital Authority</b>																
miCareDeLand	01-2021	\$0.00	\$3,019.53	\$0.00	\$49,132.91	\$0.00	429	\$52,152.44	\$0.00	1171	\$44.54	\$0.00	\$2.58	\$0.00	\$41.96	\$0.00
miCareDeLand	02-2021	\$0.00	\$11,639.77	\$0.00	\$83,073.60	\$0.00	692	\$94,713.37	\$0.00	1183	\$80.06	\$0.00	\$9.84	\$0.00	\$70.22	\$0.00
miCareDeLand	03-2021	\$399.64	\$19,342.96	\$0.00	\$62,106.24	\$0.00	804	\$81,848.84	\$0.00	1201	\$68.15	\$0.33	\$16.11	\$0.00	\$51.71	\$0.00
miCareDeLand	04-2021	\$11,384.91	\$18,064.94	\$0.00	\$155,406.21	\$2,382.30	1124	\$187,238.36	\$0.00	1209	\$154.87	\$9.42	\$14.94	\$0.00	\$128.54	\$1.97
miCareDeLand	05-2021	\$12,871.90	\$9,068.04	\$0.00	\$63,751.88	\$433.53	742	\$86,125.35	\$0.00	1136	\$75.81	\$11.33	\$7.98	\$0.00	\$56.12	\$0.38
miCareDeLand	06-2021	\$13,900.10	\$15,700.50	\$0.00	\$75,243.14	\$83.26	826	\$104,927.00	\$0.00	1068	\$98.25	\$13.02	\$14.70	\$0.00	\$70.45	\$0.08
miCareDeLand	07-2021	\$42,632.07	\$11,668.44	\$0.00	\$106,124.65	\$393.03	1057	\$160,818.19	\$0.00	977	\$164.60	\$43.64	\$11.94	\$0.00	\$108.62	\$0.40
	<b>Subtotal:</b>	\$81,188.62	\$88,504.18	\$0.00	\$594,838.63	\$3,292.12	5674	\$767,823.55	\$0.00	7945	\$96.64	\$10.22	\$11.14	\$0.00	\$74.87	\$0.41
miCareDelton	01-2021	\$0.00	\$5,002.12	\$0.00	\$50,507.76	\$0.00	475	\$55,509.88	\$0.00	931	\$59.62	\$0.00	\$5.37	\$0.00	\$54.25	\$0.00
miCareDelton	02-2021	\$0.00	\$12,705.80	\$0.00	\$79,621.20	\$0.00	787	\$92,327.00	\$0.00	926	\$99.71	\$0.00	\$13.72	\$0.00	\$85.98	\$0.00
miCareDelton	03-2021	\$0.00	\$22,739.61	\$0.00	\$91,183.73	\$0.00	1054	\$113,923.34	\$0.00	920	\$123.83	\$0.00	\$24.72	\$0.00	\$99.11	\$0.00
miCareDelton	04-2021	\$44,699.87	\$19,260.88	\$0.00	\$177,755.94	\$669.76	1288	\$242,386.45	\$0.00	911	\$266.07	\$49.07	\$21.14	\$0.00	\$195.12	\$0.74
miCareDelton	05-2021	\$7,459.40	\$8,118.85	\$0.00	\$81,102.95	\$406.72	734	\$97,087.92	\$0.00	837	\$116.00	\$8.91	\$9.70	\$0.00	\$96.90	\$0.49
miCareDelton	06-2021	\$23,994.39	\$14,062.15	\$0.00	\$97,861.77	\$205.07	854	\$136,123.38	\$0.00	823	\$165.40	\$29.15	\$17.09	\$0.00	\$118.91	\$0.25
miCareDelton	07-2021	\$55,581.99	\$16,756.38	\$0.00	\$156,907.89	\$361.81	1109	\$229,608.07	\$0.00	760	\$302.12	\$73.13	\$22.05	\$0.00	\$206.46	\$0.48
	<b>Subtotal:</b>	\$131,735.65	\$98,645.79	\$0.00	\$734,941.24	\$1,643.36	6301	\$966,966.04	\$0.00	6108	\$158.31	\$21.57	\$16.15	\$0.00	\$120.32	\$0.27
miCarePieroso	01-2021	\$0.00	\$388.73	\$0.00	\$2,732.55	\$0.00	48	\$3,121.28	\$0.00	129	\$24.20	\$0.00	\$3.01	\$0.00	\$21.18	\$0.00
miCarePieroso	02-2021	\$0.00	\$634.66	\$0.00	\$3,668.53	\$0.00	57	\$4,303.19	\$0.00	128	\$33.62	\$0.00	\$4.96	\$0.00	\$28.66	\$0.00
miCarePieroso	03-2021	\$0.00	\$1,998.05	\$0.00	\$4,171.58	\$0.00	106	\$6,169.63	\$0.00	130	\$47.46	\$0.00	\$15.37	\$0.00	\$32.09	\$0.00
miCarePieroso	04-2021	\$220.22	\$2,982.07	\$0.00	\$11,722.15	\$0.00	160	\$14,924.44	\$0.00	130	\$114.80	\$1.69	\$22.94	\$0.00	\$90.17	\$0.00
miCarePieroso	05-2021	\$8,298.47	\$354.99	\$0.00	\$6,850.16	\$0.00	65	\$15,503.62	\$0.00	123	\$126.05	\$67.47	\$2.89	\$0.00	\$55.69	\$0.00
miCarePieroso	06-2021	\$108.37	\$1,959.75	\$0.00	\$5,208.06	\$350.60	78	\$7,626.78	\$0.00	118	\$64.63	\$0.92	\$16.61	\$0.00	\$44.14	\$2.97
miCarePieroso	07-2021	\$1,536.27	\$1,087.01	\$0.00	\$9,630.37	\$0.00	74	\$12,253.65	\$0.00	109	\$112.42	\$14.09	\$9.97	\$0.00	\$88.35	\$0.00
	<b>Subtotal:</b>	\$10,163.33	\$9,405.26	\$0.00	\$43,983.40	\$350.60	588	\$63,902.59	\$0.00	867	\$73.71	\$11.72	\$10.85	\$0.00	\$50.73	\$0.40
N/A	01-2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$268,812.50	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	03-2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$272,312.50	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	04-2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$172,375.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	05-2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$119,875.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	06-2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$111,375.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	07-2021	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$102,000.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	<b>Subtotal:</b>	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$1,046,750.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	<b>Total:</b>	\$223,087.60	\$196,555.23	\$0.00	\$1,373,763.27	\$5,286.08	12563	\$1,798,692.18	\$1,046,750.00	14920	\$120.56	\$14.95	\$13.17	\$0.00	\$92.08	\$0.35

## Parameters

Beginning Location:

Ending Location:

Paid Date: 1/1/2021-7/31/2021

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.

## Eileen Long

---

**From:** Darik J. Croft <dcroft@ebms.com>  
**Sent:** Tuesday, August 10, 2021 12:00 PM  
**To:** Eileen Long; Eileen O'Reilly Long  
**Cc:** Ted Small; Rose Alberts  
**Subject:** RE: Friendly reminder  
**Attachments:** WVHA Deland and Deltona - July 2021 Operating Report.pdf

Hi Eileen,

I have attached the miCare operating report for July 2021 to be included in the board materials for the August board meeting. I added some operational update at the beginning of the report. These include dates on medication dispense at Deltona, October 2021. I also included dates of operating hours change is Deltona. The change will go into effect September 1 and we will be running the clinic at 30 hours a week instead of 40 hours a week. Let me know if you have any additional questions but all outlined in the monthly operating report.

Thanks,

**Darik Croft , MBA**

Chief Operating Officer- miCare | e: [dcroft@ebms.com](mailto:dcroft@ebms.com)  
t: 800.777.3575 ext. 1152 | p: 406-869-6548 | f: 406-652-5380 | m: 406-606-2749 |  
2075 Overland Avenue | PO Box 21367 | Billings, MT 59104-1367  
[www.micareclinics.com](http://www.micareclinics.com) [www.ebms.com](http://www.ebms.com)  
*Healthcare simplified.*



---

**From:** Darik J. Croft <dcroft@ebms.com>  
**Sent:** Monday, August 9, 2021 1:06 PM  
**To:** Rose Alberts <ralberts@veracity-benefits.com>  
**Cc:** Eileen Long <elong@drtcpa.com>; Ted Small <tsmall@westvolusiahospitalauthority.org>; Eileen O'Reilly Long <elong@westvolusiahospitalauthority.org>  
**Subject:** Re: Friendly reminder

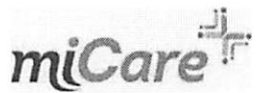
Hi Eileen

I will include the pharmacy dispense information in the monthly operating report. I will have that back over to you by noon tomorrow

Darik

Sent from my iPhone

On Aug 9, 2021, at 12:54 PM, Rose Alberts <[ralberts@veracity-benefits.com](mailto:ralberts@veracity-benefits.com)> wrote:



#### Operational updates:

- **Medication Pick up at Deltona:** miCare is currently working on processes for Deltona patients to be able to pick up their medications for miRx at the Deltona Clinic. We are working through proper storage and operational processes. We want to be able to implement October 2021. We will provide an update with communication materials prior to implementation in October
- **Operating Hours in Deltona:** The WVHA Deltona miCare Clinic will be decreasing hours of availability starting September 1, 2021. The clinic will operate 30 hours a week. We have started communicating the change to the patients and are currently working with our current staff on staffing model.

## WVHA miCare Clinic Deland and Deltona July 2021 Report

### miCare Utilization and Capacity

#### miCare Utilization and Capacity

Deland July	Capacity Available for Scheduled Appointments	Total Capacity Used for Scheduled Appointments	% of Total Capacity Scheduled for Appointments	Total Capacity Available for Unscheduled Appointments	% of Total Capacity Available for Appointments
2021	391 Hrs	237 Hrs	61%	154	39%

Deltona July	Capacity Available for Scheduled Appointments	Total Capacity Used for Scheduled Appointments	% of Total Capacity Scheduled for Appointments	Total Capacity Available for Unscheduled Appointments	% of Total Capacity Available for Appointments
2021	175 Hrs	132 Hrs	75%	43 Hrs	25%

Deland and Deltona July	Capacity Available for Scheduled Appointments	Total Capacity Used for Scheduled Appointments	% of Total Capacity Scheduled for Appointments	Total Capacity Available for Unscheduled Appointments	% of Total Capacity Available for Appointments
2021	566 Hrs	369 Hrs	68%	197 Hrs	32%

**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)



### miCare Utilization by Day of the Week

DeLand July 2021	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	62%	59%	58%	64%	64%	46%

Deltona July 2021	Monday	Tuesday	Wednesday	Thursday	Friday
	79%	71%	77%	72%	79%

### Key Insights:

- Between the two clinics 68% of the available capacity was used for scheduled appointments; 32% of time was available for walk-ins and other unscheduled patient care activities
- “No Shows” is where patient didn’t attend their scheduled clinic appointment
  - DeLand - 8.5%
  - Deltona – 25% such no shows create systematic “waste” since this scheduled appointment slot was not available to other members
- Administrative Time (chart reviews, medication follow-ups, referrals, provider-to-provider communication; etc.) represent approx. 3%-5% of total capacity and is in line with industry standard for this type of patient care model

## miCare Member Migration

July 2021

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
<b>Total</b>	676	1,618	42%

\*The data above represents unique members, several of who had multiple clinic visits on month



## miCare Visit Type Frequency

Deland  
July  
2021

Visit Type	Visits	Percentage
New Patient	22	2%
Sick/Urgent/Walk In	21	2%
Regular Visit, 1-2 Issues/Medications	48	4%
Regular Visit, 3+ Issues/Medications	3	0%
Recheck/Follow-Up	112	10%
Lab Draw	169	15%
Medication Pick Up	657	60%
Med Pick Up Pt Assist Program	29	3%
Hospital F/U	16	1%
Physical/Well Exams	8	1%
Chronic Disease Mgmt	5	0%
Community Resource	0	0%
Nurse Visit	3	0%
Total Visits	1,094	100%

Deland  
July  
2021

Location	Visit Count	% of Total
Onsite	1,030	94%
Telephone	64	6%
Overall - Total	1,094	100%



**Deltona**  
July  
2021

Visit Type	Visits	Percentage
New Patient	17	5%
Sick/Urgent/Walk In	23	6%
Regular Visit, 1-2 Issues/Medications	45	12%
Regular Visit, 3+ Issues/Medications	7	2%
Recheck/Follow-Up	147	40%
Lab Draw	82	22%
Med Pick Up Pt Assist Program	20	5%
Hospital F/U	8	2%
Physical/Well Exams	5	2%
Chronic Disease Mgmt	7	2%
Immunization	2	1%
Nurse Visit	3	1%
Total Visits	366	100%

**Deltona**  
July  
2021

Location	Visit Count	% of Total
Onsite	317	87%
Telephone	49	13%
Overall - Total	366	100%

The data below includes all visits completed by the clinical team including Nurses, Phlebotomy, Nurse Practitioners, and Health Coaches.





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Building Communities

**The House Next Door**  
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*Volusia and Flagler Counties*

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

DeLand Counseling Center  
121 W. Pennsylvania Ave.  
DeLand, FL 32720  
Counseling: 386-738-9169  
Programs: 386-734-2236  
386-943-8823 (fax)

Deltona Counseling  
Center 840 Deltona  
Blvd., Suite K Deltona,  
FL 32725  
Counseling and Programs:  
386-860-1776  
386-860-6006 (fax)

Flagler Counseling  
Center  
25 N Old Kings Road #7B  
Palm Coast, FL 32137  
386-738-9169  
386-943-8823

S. Daytona Counseling Center  
1000 Big Tree  
Road Daytona  
Beach, FL  
32114 386-301-  
4073  
386-492-7638 (fax)



COURTESY • INTEGRITY • ACHIEVEMENT



August 2, 2021

West Volusia Hospital Authority

Monthly Enrollment Report

In the month of July there were 224 appointments to assist with new applications and 37 appointments to assist with pended applications from May-June. For a total of 261 Interviews with clients.

224 applications were submitted for verification and enrollment. Of these, 224 were processed by the end of the month (includes the April roll overs -0- from previous month) leaving the balance of 0 to roll over into July 2021 for approval.

Of the 224 that were processed, 203 were approved and 13 were denied. There were 8 pended remaining.

Currently applications are being processed, approved and the client enrolled in 7 business days. Current enrollment with EBMS is taking up to 3-5 days to appear active in system.

Respectfully submitted by Gail Hallmon



AUGUST 10, 2021

# "Cuidando Mi Salud/Taking Care of My Health"

## A Chronic Disease Awareness, Prevention And Self-Management Program

WVHA GRANT 2020-2021  
UTILIZATION REPORT

Submitted to:

West Volusia Hospital Authority

Submitted by:

HISPANIC HEALTH INITIATIVES, INC.  
70 Spring Vista Dr. Unit# 1, Debary, FL 32713



EDUCATE • ADVOCATE • CONNECT

*Building Healthier Communities  
One Person At A Time!*

***\*\*\* As of March 11, 2020, due to the uncertainty surrounding the COVID-19 (Coronavirus) pandemic and with respect and concern for the health and well being of HHI's staff, volunteers, their families and the community it serves, HHI was forced to suspend its outreach associated with its "Taking Care of My Health/Cuidando Mi Salud" Health Risk Assessment program. On July 09, 2021, HHI began to reinstate it's outreach activities on a controlled and limited basis.***

***This report reflects the timeframe of October 01, 2020 through August 09, 2021.***

On behalf of Hispanic Health Initiatives' Board, staff and volunteers, we commend the WVHA Board for having the interest, foresight and understanding to take a proactive approach to the wellbeing and health of the West Volusia residents they serve.

First, I feel it is important to respond to those who feel that HHI's Health Risk Assessment program (HRA) should not be funded for the 2021-2022 program year because HHI did not utilize all of its WVHA funding during this global pandemic. They clearly are not aware of how and where HHI's services are performed. The "Cuidando Mi Salud/Taking Care of My Health" program creates access to health care by conveniently bringing information and services directly into the community and provides health services through that outreach. Those face-to-face services are aimed at creating meaningful opportunities for medically underserved individuals and families to learn, begin to advocate for and connect to health information and services leading to timely and early detection of chronic diseases they are known to be at high risk of. Pre-pandemic, at least 20 times a month, HHI's staff would frequent locations (food pantries, food kitchens, churches, partner agencies, community fairs, etc...) within west Volusia where HHI felt that the programs target population (uninsured residents) would gather. HHI's staff would then setup a screening and education table(s) and meet with potential clients one-on-one and face-to-face. Because of the pandemic, several factors prohibited HHI's programming from continuing: 1. HHI remained in compliance with CDC and other expert recommendations 2. The safety of its staff and the community it serves is priority one 3. The locations where potential clients were sought, either shutdown or changed to a drive-thru method of serving the community. These factors and others forced HHI to suspend its services and the organization should not be penalized for protecting its at risk staff and the west Volusia residents it serves.

Just because its HRA program was not active, did not mean that HHI stopped serving the community. In August of 2020, HHI leveraged \$7000 in grants (not WVHA) to provide over \$50,000 in COVID-19 personal protection equipment for the community at large. HHI procured reusable and disposable face masks, hand sanitizers, reusable and disposable gloves, facial tissue, tote bags and pertinent COVID-19 safety information directly from the CDC and other reliable sources. The PPE and information was then used to make over 10,000 COVID safety bags and distributed free to the community throughout HHI's service area. In the fall/winter of 2020, in collaboration with Toys for Tots, HHI registered and distributed toys to over 600 west Volusia children. In addition on June 1, 2021 HHI hosted a bi-lingual open forum zoom meeting focused on COVID-19. HHI collaborated with a clinical trial research expert, Dr. G. Mestre, to provide relevant COVID-19 information, encourage vaccination, answer questions, dispel rumors and misbeliefs surrounding the COVID-19 vaccine and the pandemic.

Normally, HHI's programs provide many west Volusia residents the ability to immediately and sometimes unexpectedly, discover and begin to address their risk for chronic diseases such as diabetes, and often in its early stages while the avoidable health problems can still be prevented

or controlled. HHI's programs promote and encourage making lifestyle changes that include weight loss, increasing physical activity and nutrition changes leading to the reduction of the risk for chronic disease. Ultimately, HHI accomplishes the triple aim of reducing medical costs for, improving the health of and creating a better quality of life for the medically under-served residents of west Volusia.

### Background and Program Description:

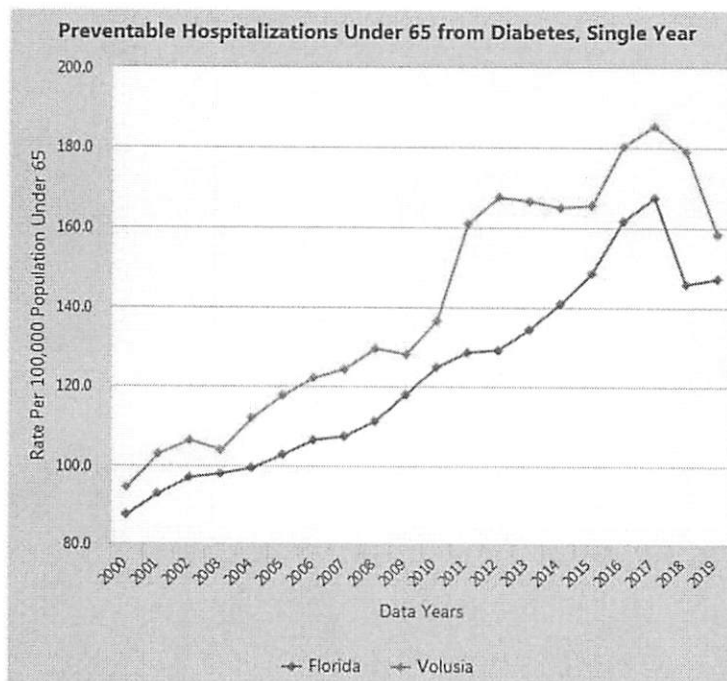
Since 2000, HHI's service model has been distinguished by the use of paraprofessional bilingual Community Health Workers (CHW). The utilization of bilingual CHWs has been recognized as a best practice for improving access to health care among uninsured and medically under-served individuals.

HHI's programs promote wellness and improve health indicators among medically under-served adults by providing community based, culturally- and linguistically competent chronic disease health screening and education. As part of the West Volusia Hospital Authority grant HHI provides eligible West Volusia residents with FREE chronic disease health screening intended to bring awareness to the clients current health status and improve their health risk profiles as determined by body mass index (B.M.I.), blood glucose, blood pressure, and cholesterol levels. Based on the screen results HHI's CHWs also provide individualized one-on-one chronic disease education that includes helping the client prepare an action plan to start addressing any issues identified through the health assessment.

### Need:

As outlined in figure 1. below in 2019 the rate for preventable hospitalizations under 65 from diabetes in Volusia county (158.4) slightly above the rate for the state of Florida (147.1).

figure 1.(flhealthcharts.com)



A 2017 public health data brief (figure 2), published by the Volusia county DOH, outlined diabetic emergency room visits, in the year 2016, for Volusia residents. The results for the northwest and southwest areas were 5748 individual visits totaling \$69,230,198 dollars (averaging \$8,200 per visit).

figure 2. (FL DOH - Public Health Data Brief)

Diabetes Measures for Emergency Department Visits , Volusia County, 2016 Measures	Florida	Volusia County	Quadrants			
			Northeast	Northwest	Southeast	Southwest
Age-adjusted ED visits rates per 100,000 population	N/A	2461.6	2339.7	2521.1	1695.1	3227.1
Total charges	\$6,098,599,376	\$109,546,549	\$23,232,692	\$20,820,742	\$14,954,886	\$48,409,456
Average charge per visit	\$8,961.64	\$6,641.20	\$5,017.86	\$8,197.14	\$4,720.61	\$8,218.92

### Activities:

#### "Cuidando Mi Salud/Taking Care of My Health" Health Risk Assessment (HRA):

The assessment consists of biometric and behavioral screening for risks of metabolic (diabetes) and cardiovascular disease. Measures include B.M.I., blood glucose, blood pressure, cholesterol, and a personal and familial health history. Results of the biometric screening and health history are discussed in a one-on-one coaching session by HHI's CHW. In addition, each participant receives behavioral education using evidence based curricula and strategies for those whose show increased risk for chronic disease. Behavioral education focuses on healthy nutrition, regular physical activity, prevention and self-management of chronic disease such as diabetes and cardiovascular disease. The coaching and behavioral education includes recommendations for ongoing primary and/or behavioral health care as indicated by the screening outcomes. The client formulates a healthier lifestyle action plan with the help of the CHW to use in their strategy for the prevention or self-management of chronic disease.

The HRA goals are to create for the individual an awareness of lifestyle related risk factors for chronic disease and to engage those high-risk individuals in behavioral modifications known to improve clinical outcomes related to chronic disease progression.

### Outcomes & Achievements:

The HHI/WVHA contract began in October 2020 and as of July 31, 2021, program outcomes are as follows:

- 2 "Cuidando Mi Salud/Taking Care of My Health" HRA sessions held
- 13 clients were served through the program  
*\*\*not all were reimbursable under the guidelines of the WVHA contract.*
- 8 clients screened clients for Blood Pressure, B.M.I., Cholesterol, Glucose were billed under the guidelines of the WVHA contract.
- 6 clients billed under the guidelines of the WVHA contract, received health and behavioral education using evidence based curricula and strategies focused on nutrition, regular physical activity, prevention and self-management of chronic disease.
- 1 client received follow-up service to support their self-management of chronic disease.
- All of the HRA clients billed under the guidelines of the WVHA contract, received direct case management including additional CHW's support for the behavioral education, contacting and collaborating with relevant health care providers, providing immediate

referrals to appropriate health care providers, connecting with WVHA's Health Card prescreening enrollment service providers and other medical and/or social services needed.

- 8 clients were referred to the House Next Door for WVHA's Health Card prescreening enrollment service and appropriate health care providers (NEFHS & Good Samaritan) for primary care services

**Client demographics:** (These numbers are based on all program participants including those not reimbursable under the guidelines of the WVHA contract.)

- The program had a 99% Female participation rate (1% Male)
- The program participants race/ethnicity were as follows:

AFRICAN AMERICAN	0%
WHITE	0%
HISPANIC	92%
ASIAN	0%
AMERICAN INDIAN	0%
OTHER	8%

- Program participant age ranges were as follows:

AGE	
18-24	0%
25-44	31%
45-64	62%
65+	6%

- Program participants live within several zip codes in west Volusia

32102	0	32724	0
32105	0	32713	0
32130	1	32764	0
32180	6	32725	0
32190	0	32738	0
32706	0	32739	0
32722	0	32763	0
32720	1	32774	0
32721	0	32744	0
32723	0	32754	0

**Percent of clients screening results in high ranges are listed below:**

	% of Total Clients
BLOOD PRESSURE (SYSTOLIC $\geq 130$ & DIASTOLIC $\geq 90$ )	15%
CHOLESTEROL ( $\geq 200$ )	46%
GLUCOSE ( $\geq 140$ )	8%
BMI ( $\geq 25$ )	69%

**Additional positive client outcomes obtained through screening and health and behavioral education:**

- Increased knowledge and awareness of their current health status related to chronic disease for at -risk adults
- Increased knowledge and awareness of healthier nutrition substitutes and techniques for the prevention and/or self-management of chronic disease conditions for at -risk adults
- Increased knowledge and awareness of physical activity techniques for the prevention and/or self-management of chronic disease conditions for at -risk adults
- Increased knowledge and awareness of primary care options available within the west Volusia area

The need for intervention early on for people at risk for chronic disease incorporates both clinical and financial benefits, for them, as well as the community they live in. Studies have shown that making lifestyle changes that include losing weight, increasing physical activity and changing one's diet can greatly reduce the risk for chronic disease. Many of the outcomes listed above are associated with positive and healthy lifestyle changes because of the interventions clients received through HHI, giving the West Volusia residents who accessed HHI's programs, the knowledge and tools needed in the prevention or control of chronic disease.

**Program Value/Savings:**

HHI regularly encounters clients without any knowledge of their current health status or the local primary care options available to them. On several occasions HHI's HRA program has been the means for the eye opening moment when a client who felt that their health was fine, realized, based on their health screen results, they now have to seek a doctor to further investigate their health.

HHI's programs intervene with behavioral education using evidence based curricula and strategies focused on nutrition and regular physical activity, for the prevention or self-management of chronic disease. The positive health outcomes, as outlined above, HHI's clients have achieved are proof of the program's cost saving alternative. All of HHI's health programs help address existing disparities related to access to health care and the cost burden of uncontrolled chronic diseases. HHI's programs provide every client with a greater potential for the prevention and/or control of chronic disease, which creates an opportunity for enormous savings for both the client and the community they live in.

**Lessons Learned:****Successes:**

- In spite of the program suspension due to COVID-19, HHI was able to keep its doors open and provide limited services to the community.
- HHI has over 20 years' experience, successfully educating, advocating for and connecting, thousands of central Florida's medically underserved residents to health and social services. The organization has successfully managed several multi- year Federal, State and foundation grants totaling in the millions of dollars. HHI stands ready to help the WVHA Board in any capacity they see fit.
- As outlined above, clients who have adhered to what they learned as a result of HHI's chronic disease prevention and self-management program, can decrease their risk for uncontrolled chronic disease.
- HHI continues to build collaborative partnerships with various grassroots organizations, businesses and governmental agencies. These successful partnerships lead to improvement in the delivery of health and human services for West Volusia's disadvantaged residents. HHI's outreach sites include, among others, churches, food pantries, libraries and partner agency locations. These relationships will continue to help HHI and others to bring much needed health and human services directly into the community.
- HHI and several other WVHA grantees remain as members of The West Volusia Collaborative.

**Challenges:**

- The COVID-19 pandemic
- The misconception that HHI is providing duplicate services with its chronic disease screening and education program. A search for local resources that provide chronic disease awareness and education, showed HHI as the only source for bilingual chronic disease health risk assessments free of charge for indigent populations of west Volusia.
- Finding additional funding outside of the WVHA grant has been a consistent challenge for HHI.

**Recommendations:**

- Studies have shown the return on investment (ROI) for chronic disease prevention and self-management programs range from \$3 to \$5 or more for every dollar invested. Expansion of HHI's funding and programs would prove to be a practical decision for any entity who has an interest in creating access to competent health care options for our most vulnerable populations.

## **2021 Report to the West Volusia Hospital Authority Board Community Legal Services of Mid-Florida**

### **Background**

For over 50 years, Community Legal Services of Mid-Florida (CLSMF) has provided free legal assistance and advocacy to Central Florida's low- to moderate-income residents.

In grant year 2016-2017, CLSMF entered into an agreement with the West Volusia Hospital Authority (WVHA) to provide services to WVHA cardholders to resolve legal issues preventing them from qualifying for alternative types of healthcare. The CLSMF medical-legal partnership (MLP) represents WVHA cardholders in initial applications for and denials of benefits from the Social Security Administration (SSA), Medicaid, Medicare, or Veterans benefits. These cases are for cardholders who should be receiving other health coverage on account of their disability, and are therefore, high need, high-cost utilizers of services. By moving WVHA cardholders to other available health coverage, CLSMF saves West Volusia taxpayers money.

Recognizing the hardship WVHA cardholders faced when there was no contract in place between the WVHA and any hospital for Emergency Department services, on March 18, 2021, CLSMF and the Board agreed to amend the funding contract to also allow the MLP to defend cardholders against collection attempts by AdventHealth DeLand, AdventHealth Fish Memorial, or Halifax Medical Center of Deltona for these services. Since that time, the MLP has been providing cardholders with legal advice regarding debt collections and assisting them with qualifying for the various patient financial assistance programs. The MLP has worked with AdventHealth and Halifax to streamline the process for these programs for cardholders.

### **Services**

The services reflected in this report occurred from October 1, 2020 to July 31, 2021.

Since October 1, 29 new cases were referred to the MLP for assistance; 6 were for Emergency Department bills, 23 were for disability benefits. The outcome of those referrals are as follows:

- 5 cases were rejected:
  - 2 for unsuccessful contact with the potential client
  - 1 was a third-party without authority to act on behalf of the potential client
  - 2 were not eligible for CLSMF (or SSA or Medicaid) services
- 9 cases have been closed:
  - 1 was approved for SSA benefits and now has Medicaid
  - 1 was found medically disabled by SSA, however, was found ineligible based on non-medical eligibility factors
  - 1 successfully had Emergency Department bills waived
  - 6 were closed after advice or brief services – this includes clients who were advised they would not qualify for disability benefits and clients who we lost contact with after initial advice was provided, but before more could be accomplished on their behalf
- 15 cases remain open:
  - 11 Social Security cases
  - 4 Emergency Department collections cases



Additionally, the MLP continued to work on 6 Social Security cases that were opened in a prior funding cycle and remained active. Those cases include:

- 2 cases that are now closed:
  - 1 was approved for SSA benefits after multiple hearings and now has Medicaid
  - 1 was denied after appeal to the Appeals Council, further appeal was not taken
- 4 remain open:
  - 1 was recently found medically disabled after an On the Record Request was approved – this client no longer meets non-medical eligibility for SSA, the MLP is working with him to obtain Medicaid through DCF now that he has an SSA finding of disability
  - 1 was recently found not disabled by an ALJ, an appeal to the Appeals Council will be filed
  - 2 are waiting for SSA hearings to be scheduled

**Number of cardholders now with alternative health coverage as a result of MLP's intervention:**

- This reporting period: 2
- Since start of WVHA funding: 22

**Financial benefit to cardholders:**

- This reporting period: \$2,389 monthly SSA benefits, \$23,395 retroactive SSA benefits, \$4,426.29 Emergency Department bills avoided
- Since start of WVHA funding: \$14,460.50 monthly SSA benefits (based on benefit amount at time of award, does not include COLA adjustments), \$278,349.74 retroactive SSA benefits, \$4,426.29 Emergency Department bills avoided

In addition to the WVHA-funded services above, CLSMF offers access to the entire firm to provide truly holistic legal services to all clients with funding from a variety of other sources. WVHA clients have been referred to other in-house units for assistance with evictions, fair housing offenses, housing and credit counseling, advanced directives, and Medicaid and estate planning.

## Partnership Activities

CLSMF continues to lead the West Volusia Collaborative, created in 2018 in coordination with other WVHA-funded organizations. This Collaborative meets monthly to discuss upcoming community events, individual agency programs, and other information relevant to our mutual patients/clients. MLP advocates provide updates to this group on legal issues that may affect their WVHA cardholder patients/clients, and occasionally arranges for other CLSMF advocates to present on their relevant practice areas. The MLP has been integral in keeping partner agencies up-to-date on the latest protections and safety net programs in place as a result of COVID.

With the change from Family Health Source to miCare Clinics as the primary care provider for WVHA cardholders, CLSMF has been able to strengthen our partnership with the healthcare team, moving closer to a fully integrated MLP model. The miCare staff has been extremely receptive to working with the MLP to identify patients who need our assistance and to make referrals for services. They have provided us the opportunity to train their staff on eligibility for other health care programs (SSI, SSDI, Medicaid). We have worked together to use miCare data to identify patients who should meet the definition of "disabled," and have screened them for eligibility for state and federal programs for the disabled. We are in discussion

with clinic staff about having an MLP advocate onsite at the clinic – previous discussion were put on hold due to COVID.

In 2020, CLSMF created an online referral specifically for our WVHA partners to send referrals directly to the MLP, bypassing the general Helpline, making it easier for WVHA cardholders to access the services WVHA is funding at CLSMF.

## Challenges

### *COVID-19*

As with all the other agencies, COVID-19 continues to impact our work in nearly every way. Since March 2020, CLSMF has made the decision to keep our offices closed to the public to ensure the safety of our staff and clients. We are only just now offering clients the opportunity to schedule appointments for face-to-face meetings, walk-ins are still not available. CLSMF continues to make improvements to our processes and technology in light of COVID-19, but remote work is still not without challenges.

In pre-COVID times, many of our referrals came from outreach events our staff attends. Like us, many of the community agencies we partner with closed their doors to the public for at least some time since the start of the pandemic and many outreach events have been canceled, leading to a decrease in referrals. We have worked to overcome this obstacle by continuing to host monthly West Volusia Collaborative meetings and attend other partner agency meetings and outreach events virtually.

Much like the economic crisis in 2008, we have seen an increased need in the community for assistance with public benefits and legal issues related to housing due to the large number of layoffs and businesses closing. Additionally, there are those who were infected by COVID-19 and continue to experience symptoms that severely impact their health and ability to work.

COVID-19 is also severely impacting the administrative systems in which we work. Social Security offices have been closed for in-person appointments and very minimal staff have been going to their offices. This has greatly slowed down processing times. A recent Office of Inspector General report<sup>1</sup> found that Social Security field offices have thousands of unprocessed documents, including applications for benefits and documents that would confirm benefit eligibility. While we saw an increase in On the Record Request approvals in cases pending at the Administrative Law Judge (ALJ) stage when the pandemic began, the delay in processing has meant that cases are taking longer to get to the ALJ where these types of requests can be reviewed and our clients have the greatest chance at approval.

Social Security has also suspended all in-person hearings until further notice. Currently, the only options clients have for hearings are telephonic or video. Given the nature of disability claims, appearing via telephone or video versus in-person may adversely impact the outcome of a hearing. An in-person hearing allows a judge to make observations about a claimant which can be taken into consideration when the judge issues their decisions. For this reason, we have clients who have requested to wait to have their hearing scheduled when hearings can be held in-person again.

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<sup>1</sup> <https://oig.ssa.gov/audits-and-investigations/audit-reports/interim-report-social-security-administrations-processing>

### *Homeless Clients*

Due to the income and housing demographics of WVHA cardholders, maintaining contact continues to be a struggle. Many of our clients do not have a reliable phone or only have limited minutes available to them. They also lack access to other technology to stay in contact with us or their treatment providers to continue to get the help they need.

COVID-19 has also exacerbated this issue. With our offices closed, clients are unable to drop by to check-in or provide documents and updates when they lack other reliable ways of reaching us. We have also lost the ability to rely on reaching clients through case managers and other workers at partner agencies because they too have limited face-to-face interactions.

### Client Success Story

(Name has been changed to protect client confidentiality)

Ms. Williams came to CLSMF after receiving a denial letter after an Administrative Law Judge (ALJ) hearing. An advocate filed an appeal to the Appeals Council on the basis that the ALJ failed to consider evidence Ms. Williams submitted of a post-hearing hospitalization. The Appeals Council granted a remand, meaning Ms. Williams would get a new ALJ hearing so the ALJ could consider this newer hospitalization. During the time Ms. Williams was waiting for a new hearing, her health greatly deteriorated. She suffered several strokes and had several other hospitalizations. Social Security really made matters worse. She originally had a hearing scheduled for July 2019. That hearing was canceled because the ALJ failed to obtain a medical expert for the hearing. The hearing was rescheduled for March 2020, however, due to COVID, the ALJ postponed all hearings scheduled for that week. A new hearing was finally held in August 2020. A partially favorable decision was received in October 2020 awarding Ms. Williams SSI benefits retroactively to January 2018, the date of the hospitalization the ALJ previously failed to consider, resulting in \$703 in ongoing monthly benefits, \$23,395 in retroactive benefits, and Medicaid which opens the door for her to receive in-home and/or long-term care as her condition worsens.

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APPLICATION FOR THE WVHA CITIZENS ADVISORY  
COMMITTEE

NAME: Christian Brown

ADDRESS: 912 Tamerlane Street Deltona, FL 32725

HOW LONG HAVE YOU BEEN A WEST VOLUSIA COUNTY  
RESIDENT: 20 years

HOME PHONE: 386-216-1149 CELL PHONE: 386-216-1149

WORK PHONE: 386-753-4523

EMAIL ADDRESS: Christianbrown460@gmail.com

ADDITIONAL INFORMATION (COMMUNITY AFFILIATIONS,  
EDUCATION, PROFESSIONAL BACKGROUND) THAT YOU FEEL  
WOULD ASSIST THE BOARD OF COMMISSIONERS IN MAKING A  
FINAL DETERMINATION:

20 years of Direct customer service experience, 10 years management  
experience, 17 ~~12~~ years of community volunteer service,  
African American Museum of Arts Board member,  
Volusia County Agricultural board member, Volusia County  
Master gardener Volunteer, Local Business Owner.

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## **Eileen Long**

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**From:** Eric Horst <ehorst@smahealthcare.org>  
**Sent:** Friday, August 06, 2021 4:19 PM  
**To:** Eileen Long  
**Cc:** Sheila Jennings; Nicole Sharbono; Andrea Schweizer  
**Subject:** LIP Match for FY 2021/2022

Eileen:

It is time to address Low Income Pool (LIP) funding for the state 2021/2022 fiscal year. As you know for the past three years the WVHA has provided match dollars to the Agency for Health Care Administration (AHCA), on behalf of SMA Healthcare, through an intergovernmental transfer. The \$226,799 paid by the WVHA from our 2020/2021 Baker Act contract resulted in LIP funding of \$485,508 for SMA. As you know, the match dollars transferred from the WVHA come out of the existing contract with SMA and does not result in additional expense to the WVHA. We expect this year's match requirement to be about \$257,000, however we will not know the exact amount until AHCA completes their work and submits a Letter of Agreement (LOA) to the WVHA. The agreement will be between the WVHA and AHCA.

Eligibility for LIP funding, is based on our ability to provide an executed LOA prior to 10/1/2021. As a result, we are requesting that approval of the Letter of Agreement to be added to the August 19 WVHA board meeting agenda. This is the same time line that the board followed in 2020. The executable LOA from AHCA, will not be available until early September.

Let me know if you have any questions.

**Eric Horst**  
Chief Financial Officer  
SMA Healthcare

150 Magnolia Ave.  
Daytona Beach, FL 32114  
(386) 236-1801

[ehorst@smahealthcare.org](mailto:ehorst@smahealthcare.org)

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The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited and may subject you to criminal or civil penalties. If you are not the intended recipient, please contact the sender and destroy all copies of the original message.

**West Volusia Hospital Authority  
Initial Budget 2021-2022**

	Budget 2020-2021	Anticipated 2020-2021	Initial Budget 2021-2022
<b>Initial Millage Rate</b>			<b>1.4073</b>
<b>Revenue</b>			
Ad Valorem Taxes	16,431,158	17,040,000	17,040,000
Investment Income	135,000	45,000	45,000
Use of Reserves	2,000,000	0	1,861,048
<b>Total Revenue</b>	<b>18,566,158</b>	<b>17,085,000</b>	<b>18,946,048</b>
<b>Healthcare Expenditures</b>			
Hospitals	3,000,000	1,575,000	3,000,000
Advent Physicians-Empros	0	0	1,000,000
Primary Care	4,000,000	4,000,000	2,500,000
Pharmacy	0	0	900,000
Specialty Care and Lab Testing	3,300,000	3,130,000	3,000,000
County Medicaid Reimbursement	2,512,229	2,512,000	2,359,000
The House Next Door	100,000	23,000	100,000
The Neighborhood Center	100,000	95,000	100,000
Rising Against All Odds	164,985	164,985	116,925
Community Legal Services	95,958	52,000	100,756
Hispanic Health Initiatives	75,000	0	75,000
Florida Dept of Health Dental Svcs	225,000	176,500	150,000
Stewart Marchman - Baker Act	300,000	300,000	300,000
Stewart Marchman - Treatment	550,000	510,000	550,000
Stewart Marchman - Homeless	95,880	42,000	78,336
Health Start Coalition - Outreach	73,500	63,000	81,560
Health Start Coalition - Family Services	68,859	42,750	76,331
TNC Healthcare Navigation Program	50,000	50,000	50,000
New Hope Human Services Homeless Certification	0	0	50,000
HSCFV Community Health Nurse	0	0	112,348
H C R A -In County	400,000	150,000	400,000
H C R A -Out of County	419,162	10,000	400,000
Other Healthcare Costs	849,920	85,000	991,000
<b>Total Healthcare Expenditures</b>	<b>16,380,493</b>	<b>12,981,235</b>	<b>16,491,256</b>
<b>Other Expenditures</b>			
Advertising	7,000	4,750	7,000
Annual Independent Audit	16,700	16,700	17,000
Building & Office Costs	15,533	15,000	100,000
General Accounting	68,100	54,000	68,100
General Administrative	65,100	60,000	65,100
Legal Counsel	70,000	69,000	80,000
City of DeLand Tax Increment District	100,000	90,200	90,000
Tax Collector & Appraiser Fee	610,000	610,000	630,000
TPA Services	540,000	618,000	620,000
Healthy Communities	75,397	70,000	72,202
Application Screening - THND	402,835	355,000	417,590
Application Screening - RAAO	40,000	34,000	52,800
Workers Compensation Claims	25,000	0	25,000
Other Operating Expenditures	150,000	11,000	210,000
<b>Total Other Expenditures</b>	<b>2,185,665</b>	<b>2,007,650</b>	<b>2,454,792</b>
<b>Total Expenditures</b>	<b>18,566,158</b>	<b>14,988,885</b>	<b>18,946,048</b>
<b>Excess (Deficit)</b>	<b>0</b>	<b>2,096,115</b>	<b>0</b>

## **WVHA Funding Applicants 2021-2022**

[illegible]



# Dreggors, Rigsby & Teal, P.A.

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John A. Powers, CPA

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Melissa J. Trickey, CPA

July 22, 2021

Board of Commissioners  
West Volusia Hospital Authority  
PO Box 940  
DeLand, FL 32720

Re: The Neighborhood Center (TNC) Healthcare Navigator

We have performed the procedures detailed in our engagement letter for grantee site visits, dated July 16, 2020, which were agreed to by West Volusia Hospital Authority (WVHA) Board of Commissioners, solely to assist you with respect to funding agreement compliance of The Neighborhood Center (TNC) Healthcare Navigator for the year ending September 30, 2020. The original Site Visit was presented to the Board during the January 21, 2021, Organizational/Regular Meeting, at which time the Board directed that the contractual site visit be expanded to review the services provided during the month of May 2021. WVHA provides reimbursement of \$25.00 per thirty minutes of Healthcare Navigation services. The engagement to apply the agreed upon procedures was performed in accordance with the standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in the report. Consequently, we make no representation regarding the sufficiency of the procedures described below, either for the purpose for which this report has been requested or for any other purpose.

Our procedures and findings are below:

1. Inquire and document as to the grantee's monitoring procedures with respect to contract compliance.
  - a. Each month TNC provides to WVHA a list of clients who received services during the prior month. This de-identified list includes the client's city of residence, the date services were rendered, and the units of service billed in thirty-minute increments.
  - b. TNC is required to determine eligibility by presentation of a photo identification reflecting an address within the WVHA taxing district and/or a completed WVHA Homeless Verification Form.

#### MEMBERS



- c. TNC multiplies the units of service (billed in thirty-minute increments of \$25.00) to calculate the invoice total.
2. Select a sample of transactions and test compliance with contract provisions.
  - a. May 2021 was chosen for test procedures. A de-identified list of client visits was provided two hundred fifty (250 client events).
  - b. From the individual list of client visits, ten percent (10%) were selected for compliance review or twenty-five clients (25 clients). From this list:
    - i. TNC provided supporting case notes from their Homeless Management Information System (HMIS) database of all selected clients for review. From the list of twenty-five (25) clients sampled, of the twenty-five (25) eighteen (18) files represented unique clients seen more than one time. All twenty-five (25) or 100% of service dates were verified.
    - ii. TNC retained a photo ID for twenty-four (24) of the twenty-five (25) files or ninety-six percent (96%) contained a photo ID.
    - iii. Of the twenty-five (25) files sampled all twenty-five contained proof of residency, or one hundred percent (100%).
    - iv. Of the twenty-five (25) files sampled, one (1) client had a valid WVHA HealthCard ID. The remaining twenty-four (24) contained a completed Income Verification Form produced by TNC with no supporting documentation for verification of income or assets. Therefore ninety-six percent (96%) did **not** contain proof of income or assets.
3. Prepare a written report summarizing the results with recommendations to the Board of Commissioners.
  - a. The Utilization Report which details clients served and demographic data with respect to those clients, which TNC provides to the WVHA, meets all of the requirements of Section 7 of the funding agreement.
  - b. TNC's Healthcare Navigation files appear to be complete and organized when reviewed for verification of services provided.
  - c. TNC's eligibility screening did **not** meet the requirements of the funding agreement.
  - d. Recommend that TNC procure and retain verifiable forms of proof of identification and residency for all clients.
  - e. Recommend performing a follow-up contractual compliance site visit review in September of 2021 to verify that appropriate documentation, residency, ID and income/asset documentation are being verified.
  - f. Recommend the Board discuss these findings and determine whether or not additional action is required to address these findings pursuant to Section 6, Screening, of the funding agreement.

We were not engaged to, and did not conduct an audit, the objective of which would be the expression of an opinion, on the specified elements, accounts, or items. Accordingly, we do not express such an opinion. Had we performed additional procedures; other matters might have come to our attention that would have been reported to you. This report is intended solely for the information and use of the specified users listed above and is not intended to be and should not be used by anyone other than those specified parties.

Dreggors, Rigsby & Teal, P.A.  
Dreggors, Rigsby & Teal, P.A.



# Dreggors, Rigsby & Teal, P.A.

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July 21, 2021

Board of Commissioners  
West Volusia Hospital Authority  
PO Box 940  
DeLand, FL 32720

Re: Stewart-Marchman-Act (SMA) – Homeless Program

We have performed the procedures detailed in our engagement letter for grantee site visits, dated July 16, 2020, which were agreed to by West Volusia Hospital Authority (WVHA) Board of Commissioners, solely to assist you with respect to funding agreement compliance of Stewart-Marchman-Act (SMA) Homeless Program Funding for the year ending September 30, 2020. The original Site Visit was presented to the Board during the January 21, 2021, Organizational/Regular Meeting, at which time the Board directed that the contractual site visit be expanded to review the services provided during the month of May 2021. WVHA reimburses SMA – Homeless Program for medical and psychiatric services provided to clients of the Program by licensed health care professionals (or supervised by licensed health care professionals) at the following rates: (i) a flat fee of \$136.53 for each one hour psychiatric diagnostic interview; (ii) a flat fee of \$60.00 for fifteen (15) minutes of pharmacological management; (iii) a flat fee of \$73.32 for each one hour of individual therapy, with invoices that separately break down time spend with each client by psychiatric ARNP, Medical ARNP and the Supervising Physician. The engagement to apply the agreed upon procedures was performed in accordance with the standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in the report. Consequently, we make no representation regarding the sufficiency of the procedures described below, either for the purpose for which this report has been requested or for any other purpose.

Our procedures and findings are below:

1. Inquire and document as to the grantee's monitoring procedures with respect to contract compliance.
  - a. SMA provides to WVHA with each month's invoices, a list of clients who received services during the prior month. This de-identified list includes the client's city of residence, and the date of service.
  - b. SMA personnel complete the WVHA Homeless Verification Form. They work together with The Neighborhood Center of West Volusia to establish West Volusia County residency. This form is completed at time of service.

MEMBERS

- c. SMA performs a check in the State of Florida Medifax/Medicaid system for every client to determine if any Medicaid benefits are available.
  - d. SMA personnel assist clients with the WVHA Application process and refer them to The House Next Door to apply for the HealthCard program.
  - e. SMA invoices the WVHA a flat fee of \$136.53 for each one-hour psychiatric diagnostic interview; a flat fee of \$60.00 per fifteen (15) minutes of pharmacological management, a flat fee of \$73.32 for each one hour of individual therapy. SMA-Homeless shall be reimbursed for prescription medications provided to clients of the Program at the grantee's acquisition cost plus a \$7.00 filling fee per prescription.
2. Select a sample of transactions and test compliance with contract provisions.
- a. May 2021 was chosen for test procedures. From the individual list of one hundred twenty-two (122) client events, 10% were selected for compliance review or thirteen (13) files.
  - b. SMA provided supporting medical files of all selected clients for review. thirteen (13) dates of service were verified, or one hundred percent (100%) were verified.
  - c. SMA provided proof of identification for all selected clients for review. Thirteen (13) files or one hundred (100%) percent contained a valid photo ID. One (1) client was sampled twice.
  - d. SMA provided proof of residency, income and ACA Determination letters and/or active WVHA HealthCards for thirteen (13) files or one hundred percent (100%).
3. Prepare a written report summarizing the results with recommendations to the Board of Commissioners.
- a. The Utilization Report which details clients served and demographic data with respect to those clients, which SMA provides to the WVHA, meets all of the requirements of Section 7 of the funding agreement.
  - b. SMA's medical files appear to be complete and organized when reviewed for verification of services provided.
  - c. SMA's eligibility screening met the requirements of the funding agreement.
  - d. Recommend that SMA continues with their procedures in remaining compliant with the WVHA Eligibility Guidelines.

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

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

Duggan, Rigsby & Teal, P.A.  
Dreggors, Rigsby & Teal, P.A.



*Professional Service with a Hometown Touch Since 1963*

3200 N. Woodland Boulevard • DeLand, Florida 32720-1111

July 13, 2021

WEST VOLUSIA HOSPITAL AUTH.  
C/O DREGGORS, RIGSBY  
1006 N WOODLAND BLVD  
DELAND, FL 32720-2769

This letter is to inform you that the termite protection plan on your property located at 842 & 844 W PLYMOUTH AVE is due for a 10 yr booster in **August 2021.**

At the time of the initial treatment, the termiticide used was the best available in terms of efficiency and longevity. Based on information and experience learned, the products used may no longer be effective. Due to this reason, it is necessary to retreat your structure.

Please call the office to schedule an appointment with Steve Smith to receive an estimate on continuing this very important coverage on your home.

Thank You,

Steve Smith  
Termite Supervisor  
Aaron Pest Control

## SUBTERRANEAN TERMITE TREATMENT AGREEMENT

3200 N. Woodland Blvd.  
DeLand, Florida 32720-1111  
(386) 734-6911

1676 Providence Boulevard  
Deltona, Florida 32725  
(386) 789-3399

2821 S. Bay Street  
Eustis, Florida 32726  
(352) 357-9899

Palm Coast  
(386) 446-9780  
Daytona  
(386) 252-3030



### Booster

☒ Preventive Treatment  
(No Infestation Signs)

☐ Presumptive Treatment  
(Infesting Signs, e.g. Wings or  
Tunnels, But No Live Termites)

☐ Control Treatment  
(Affected Wood and Live Termites)

☐ Pre-Construction Treatment

THIS DOES NOT COVER DRYWOOD TERMITES, POWDER POST BEETLES, WOOD BORERS, FUNGUS, OR FORMOSAN TERMITES AS EACH REQUIRES A DIFFERENT TREATMENT THAN PROVIDED UNDER THIS AGREEMENT.

EFFECTIVE DATE: \_\_\_\_\_ ACCOUNT #: \_\_\_\_\_

LOCATION OF TREATED PROPERTY: 842 & 844 W Plymouth Ave. Deland FL 32720  
STREET CITY STATE ZIP

DESCRIPTION OF PROPERTY: Single story multi unit doctors office on concrete foundation.

OWNER/AGENT: West Volusia Hospital Authority PHONE: (386) 956-6753  
FIRST MIDDLE LAST

BILLING: On file.  
STREET CITY STATE ZIP

A NOTICE OF TREATMENT HAS BEEN AFFIXED TO THE STRUCTURE

EMAIL: On file. LOCATION OF NOTICE(S) \_\_\_\_\_

### THE PARTIES AGREE AS FOLLOWS:

1. Aaron is hereby authorized to render chemical soil treatment to the above described real property for subterranean termites for the sum of \$ 1,280.00. Payment to be made as follows (subject to credit approval) \_\_\_\_\_. If payment terms are not met, a service fee of 1 1/2% interest per month may be added to the unpaid balance over 30 days.

2. Upon failure of the owner/agent to pay for services specified herein, this agreement shall terminate at the option of Aaron. Should it become necessary to collect on this contract, the undersigned owner/agent hereby agrees to pay all costs of such collection, including reasonable attorney fees together with accrued interest from the date of completion.

3. SUBTERRANEAN TERMITE RETREATMENT ONLY WARRANTY: ☐ OWNER/AGENT INITIALS

Subject to the limitations and disqualifying conditions set forth in this agreement, Aaron will issue a subterranean termite retreatment only warranty by which Aaron agrees to retreat when required during the applicable warranty period. This subterranean termite retreatment only warranty obligates Aaron, at no extra cost, to apply any necessary additional treatment to the described property if an active infestation of subterranean termites is found during the effective period of this agreement. It is understood by all parties hereto that Aaron's obligation under this subterranean termite retreatment only warranty is limited to retreatment only. Aaron's responsibility under this retreatment only warranty is expressly limited to the retreatment of any subsequent active infestation and such treatment does not include the repair or replacement of any damaged property which may result from such subsequent infestation. The parties hereto understand and agree that Aaron's liability under this agreement is limited and in no way, implied or otherwise, is Aaron responsible for any damage to the structure or its contents, for the cost of repairs, or relocation expenses.

GENERAL TERMS AND CONDITIONS: ☐ OWNER/AGENT INITIALS

4. Virtually all pesticides have some odor for a period of time after application. If anyone living in or visiting the household has a sensitivity to chemical odor or chemicals, Aaron recommends that you not enter this agreement for subterranean termite treatment until a physician is consulted and approves the owner/agent to enter into this agreement. Neither you nor anyone who will live in or visit the structure are registered with any governmental regulatory agencies or health organizations as a chemically sensitive person. Owner/agent hereby expressly releases and agrees to hold Aaron harmless from any claims of injury to persons or property as a result of the termite treatment.

5. HOLD HARMLESS: ☐ OWNER/AGENT INITIALS

Aaron will use reasonable care in its treatment procedures to avoid property damage but will not be responsible for any property damage to any part of the structure, its contents or surroundings unless caused by the gross negligence on its part (for example, Aaron is not responsible for damaged plants, floor coverings, wall surfaces, pipes,



NICOLE "NIKKI" FRIED  
COMMISSIONER

Florida Department of Agriculture and Consumer Services  
Division of Agricultural Environmental Services

CONSUMER NOTICE FORM

Rule 5E-14.105, F.A.C.  
Telephone: (850) 617-7996; Fax: (850) 617-7968

Bureau of Inspection and Incident  
Response  
3125 Conner Blvd, Suite N,  
Tallahassee, FL 32399-1650  
biircomplaints@freshfromflorida.com

A pest control company must give you a written contract prior to any treatment of each wood-destroying organism. It is very important that you read and understand the contract you are signing. The pest control company is only obligated to follow the terms of the contract you have signed, regardless of other statements by the company or salesperson. (Note: Contracts for treatment for new construction can be issued to the builder and provided to you at closing).

BASIC REQUIREMENTS FOR CONTRACTS

- The contract must state the common name of the wood-destroying organism to be controlled by the company (e.g. subterranean termite, powder post beetle). If the contract is for termite control, the contract must clearly state whether Formosan termites are covered or not.
- Some contracts do not include a treatment at the time the contract is issued, and that should be clearly stated. If a treatment is performed as part of the contract, the cost for the treatment must be stated. If the treatment is only for certain areas, the contract should clearly state that it is for "spot treatment" only.
- The contract must state if it is a retreatment only or a retreatment and repair contract. If it is a retreatment and repair contract, carefully read the sections of the contract that state when repairs will or will not be covered by the contract.

REQUIREMENTS FOR STATING WHEN TREATMENT OR REPAIR WILL NOT BE COVERED BY THE CONTRACT

- Repair contracts will not cover repairs from termite damage under every condition. The contract must state when retreatment or repair will be done, and conditions under which the company can refuse to retreat or repair.
- These conditions have to be stated and be under headings in the contract that are in bold print. Companies typically refuse repair or retreatment if the condition of the house is such that moisture or leaks result in termite infestation, or where siding makes it hard to see termite infestation

Examples of this are:

- Cracks in concrete slabs
- Wood or wall siding in contact with ground
- Plumbing leaks
- Leaks in the roof
- Water accumulating against side of house

The law does require that companies notify you if they see conditions which would void the repair promise and they have to give you a chance to correct the condition before voiding the contract or denying repair coverage.

- Contracts may have a condition that does not cover Formosan termite damage until a specific time period has passed. This means that if damage occurs during this period the company will not pay for repair.
- You have the right to compare contracts from other companies before signing a contract with a company. Choose the company that gives you the best contract options.
- If you have any questions about the terms of the contract, or concerns about the compliance history of the company with regard to pest control laws or regulations, contact the Department of Agriculture and Consumer Services at phone number: 850-617-7996 or email: biircomplaints@freshfromflorida.com.

I understand that I am entering into a contract with Aaron Pest Control (fill in company name) to provide wood-destroying organism(s) treatment, and I have read and understood the terms of the contract.

Print Name of Consumer

Date: \_\_\_\_\_

Signature of Consumer

Title: Property Owner or authorized agent

Randy Allen

01-05-2021

Print Name of Pest Control Representative

Date: \_\_\_\_\_

*RS Allen*  
#079

Company: Aaron Pest Control

Signature of Pest Control Representative





WeCare@MasseyServices.com  
MasseyServices.com • 1-888-2MASSEY (262-7739)

# SUBTERRANEAN TERMITE/ WOOD DESTROYING INSECTS BAITING SERVICE AGREEMENT - FLORIDA COMMERCIAL & MULTI-FAMILY STRUCTURES

My Care Clinic - Eileen Long ELong @ DRTCPA .com 386-734-9441  
First Name MI Last Name W. Plymouth Email Address  
894-846 Address of Treated Structure Deland FL 32720 Billing Address (if different) Alternate Phone (Mobile/Work/Home) 386-715-3357  
City Deland State FL Zip 32720 City Deland State FL Zip 32720 County Deland County Deland Massey Services Phone  
Massey Services Address

<input checked="" type="checkbox"/> BAITING <input type="checkbox"/> WOOD TREATMENT <input type="checkbox"/> FUMIGATION		GUARANTEE WILL BE ISSUED AS CHECKED BELOW: <input type="checkbox"/> REPAIR AND RETREATMENT <input checked="" type="checkbox"/> RETREATMENT ONLY <input type="checkbox"/> NO GUARANTEE	
MASSEY IS AUTHORIZED TO TREAT THE STRUCTURE IDENTIFIED ABOVE FOR THE: <input type="checkbox"/> CONTROL OF <input checked="" type="checkbox"/> PREVENTION OF		Specific Wood Destroying Insects Included in Coverage: <input checked="" type="checkbox"/> Subterranean Termites ( <i>Reticulitermes</i> sp., <i>Heterotermes</i> sp.) <input checked="" type="checkbox"/> Formosan Termites ( <i>Coptotermes</i> sp.) <input type="checkbox"/> Drywood Termites ( <i>Kalotermites</i> sp., <i>Incisitermes</i> sp., <i>Cryptotermes</i> sp.) <input type="checkbox"/> Powderpost Beetles ( <i>Anobiidae</i> sp., <i>Lyctidae</i> sp., <i>Bostrychidae</i> sp.) <input type="checkbox"/> Old House Borers ( <i>Cerambycidae</i> sp.)	
<input checked="" type="checkbox"/> Subterranean Termites <input type="checkbox"/> Drywood Termites		<input checked="" type="checkbox"/> Formosan Termites <input type="checkbox"/> Powderpost Beetles	
<input type="checkbox"/> Old House Borers			
WDI Treatment Slicker Location:			

**IMPORTANT:** For detailed explanation of Guarantee(s), see the reverse side hereof. All Guarantees are specifically subject to the General Terms and Conditions listed on the reverse side hereof.

## 1. INITIAL TREATMENT

This will confirm that the above-referenced Treated Property was treated for the Specific Wood Destroying Insects checked above on the Effective Date indicated above. MASSEY does hereby guarantee that the Baiting System installed on the Property complies with the manufacturer's label and with current regulations as approved by the United States Environmental Protection Agency and the state of Florida.

## 2. RENEWABLE PROTECTION

A. MASSEY guarantees the Initial Treatment for a period of one (1) year from the Effective Date referenced above. MASSEY will offer the Customer an option of renewing the Guarantee each year. The annual renewal fee will be \$ 225 for the second year through fifth year, or \$ for customers enrolling in Automatic Bill Pay which equates to a 5% discount. MASSEY reserves the right to adjust the annual renewal fee each year thereafter by giving Customer Advance Notice. (Checked Box and Initials Indicate Customer Preference)

B. The Customer must pay the annual renewal fee on or before the end of the expiration month (anniversary of the Effective Date) or (his Guarantee will be automatically terminated in the event that this Guarantee is canceled for any reason, the Customer hereby agrees to allow MASSEY access to the Treated Property to retrieve any Baiting System Components.

### IMPORTANT NOTICE:

THE CUSTOMER UNDERSTANDS THAT ANY BAITING SYSTEM COMPONENTS PROVIDED TO CONTROL TERMITES AS GUARANTEED HEREIN ARE THE SOLE PROPERTY OF MASSEY AND/OR THE SUPPLIERS OF THESE COMPONENTS AND FAILURE TO PAY THE ANNUAL RENEWAL FEE WILL RESULT IN REMOVAL OF THESE COMPONENTS FROM THE TREATED PROPERTY

## 3. REINSPECTIONS AND MONITORING

A. During the effective period of this Guarantee, MASSEY will reinspect the Treated Structure(s) annually upon Customer's request, or at such intervals as MASSEY may deem necessary. No failure on the part of the Customer to request reinspection shall, in any way, affect the Customer's rights under this Guarantee.

B. The Customer agrees to make the Treated Structure(s) available for reinspection.

C. During the first year following the Effective Date and thereafter, as long as annual renewal fees are current, MASSEY will monitor the Treated Property according to the product label and all applicable state laws.

D. If any baiting stations are found with active Termites, MASSEY will return as necessary until the infestation has been controlled and/or eliminated.

E. Customer agrees to make the Treated Property available for MASSEY's monitoring and baiting activities.

F. MASSEY guarantees to perform any retreatment deemed necessary at no additional cost to the Customer as long as the Guarantee is in effect. Customer understands that MASSEY may use alternative methods in providing retreatment.

## 4. RETREATMENT, REPAIR OF FUTURE DAMAGE, AND LIMITATIONS OF LIABILITY

The type of Guarantee shown above will be issued to the Customer upon completion of the Initial Treatment and payment in full. The "Repair and Retreatment" Guarantee is explained in detail and is subject to the General Terms and Conditions on the reverse side hereof. In summary, the "Repair and Retreatment" Guarantee provides for retreatment and repair protection against new damage to the structure and contents up to \$50,000 per occurrence with a maximum aggregate amount of \$250,000 per structure over the renewable life of this Guarantee at no additional cost to the Customer. Old damage (damage occurring prior to the Effective Date) is not covered.

## 5. TRANSFER OF OWNERSHIP

MASSEY agrees to transfer this Guarantee to the new Owner of the Treated Property upon payment of a \$95.00 transfer fee, provided that the new Owner requests transfer in writing and pays the transfer fee within three business days of the change of ownership. Otherwise, this Guarantee will terminate automatically as of the date of change of ownership. MASSEY reserves the right to adjust the annual renewal fee upon transfer of this Guarantee.

## 6. STRUCTURAL ADDITIONS AND/OR ALTERATIONS

A. In the event the Treated Structure is modified, altered or otherwise changed, Customer will immediately notify MASSEY in writing for proper instruction(s) and/or any additional treatments required by the changes made. Failure to notify MASSEY in writing will terminate this Guarantee automatically.

B. MASSEY may exclude damage repair coverage from avenues or conditions created by structural additions and/or alterations. In lieu of such exclusion, MASSEY may require additional treatment, additional service charges, and/or an adjustment in the annual renewal fee.

## 7. ALLERGIES AND SENSITIVITIES

If you, or any occupants, are prone to allergic reactions or sensitivities to dust, pollen, odors, chemicals, solvents, etc., or suffer from any respiratory illnesses, you should consult your physician before any service is performed on your property.

In consideration for work to be performed as itemized above and subject to the General Terms and Conditions recorded on the reverse side of this agreement, the undersigned agrees to make payment as follows:

INITIAL TREATMENT \$ 750  
OTHER SERVICES \$ \_\_\_\_\_  
TAX \_\_\_\_\_% \$ \_\_\_\_\_  
TOTAL AMOUNT DUE \$ \_\_\_\_\_  
LESS DOWN PAYMENT \$ (\_\_\_\_\_) \$ \_\_\_\_\_  
BALANCE DUE UPON COMPLETION \$ \_\_\_\_\_

## Credit Card, ACH/Electronic Funds Transfer, & Autopay Authorization\*

(Details on back)

Acct Type: ☐ Checking ☐ Savings ☐ Credit Card \_\_\_\_\_

Financial Institution/City/St: \_\_\_\_\_

Name on Card/Acct: \_\_\_\_\_

CC#: \_\_\_\_\_ Exp Date: \_\_\_\_\_

ABA/Transit#: \_\_\_\_\_ Acct#: \_\_\_\_\_

Use for: ☐ Regular Svcs ☐ Renewals ☐ Initial Only

\_\_\_\_\_  
Customer Approval to Debit Acct and/or Charge Card as indicated above and for the amounts shown in Service Charges.

You, the Buyer, can cancel this transaction at any time prior to midnight of the third business day after the date of this transaction, by giving written notice of cancellation by registered mail to MASSEY SERVICES, INC. FOR CC/ACH: Customer agrees to notify Massey Services in writing if any change occurs with the credit card or bank account or at least 30 days prior to the intent to cancel and/or revoke this authorization. Notifications need to be sent to Massey Services, Inc., Attn: Accounts Receivable, 315 Groveland Street, Orlando, FL 32804. For additional information, please call 1.888.262.7739 (M-F, 8am-8pm EST) or email us at WeCare@MasseyServices.com.

Customer Signature/Date

Massey Services Representative/Date

GM Approval/Date

MS-207C (09/20)



WebCare@MasseyServices.com • 1-888-2MASSEY (262-7739)

# WOOD DESTROYING INSECTS SERVICE AGREEMENT - FLORIDA SPOT TREATMENT

Full Name: My Care Clinic - Eileen Long		Last Name: Long		First Name: Eileen	
Address of Treated Structure: 844-84 W. Plymouth		City: Deland		State: FL	
Billing Address (if different):		City:		State:	
Zip:		Zip:		County:	
Primary Phone (Mobile/Work/Home): 386.775-3387		Massey Services Phone:		Massey Services Phone:	
Email Address: Elong@verizon.com		City:		State:	
Zip:		Zip:		County:	

TREATMENT WILL BE PROVIDED BY: <input checked="" type="checkbox"/> WOOD TREATMENT <input type="checkbox"/> HEAT TREATMENT		FOR THE: <input type="checkbox"/> CONTROL OF <input checked="" type="checkbox"/> PREVENTION OF	
MASSEY IS AUTHORIZED TO TREAT THE STRUCTURE IDENTIFIED ABOVE		Drywood Termites Powderpost Beetles Old House Borer	
WDI Treatment Sucker Location:		Old House Borer (Cerambycidae sp.) Powderpost Beetles (Anobiidae sp., Lyctidae sp., Bostrychidae sp.) Drywood Termites (Kollarinae sp., Incisitermes sp., Cryptitermes sp.)	
GUARANTER WILL BE ISSUED AS CHECKED BELOW: <input checked="" type="checkbox"/> RETREATMENT ONLY <input type="checkbox"/> NO GUARANTER		Specific Wood Destroying Insects Included in Coverage:	

**IMPORTANT:** For detailed explanation of Guarantees, see the reverse side hereof. All Guarantees are specifically subject to the General Terms and Conditions listed on the reverse side hereof. (Refer to the Wood Destroying Organism Inspection Graph for specific areas in, on or under the structure that were treated.) This Agreement specifically excludes all subterranean termites including Reticulitermes spp., Heterotermes spp., and Coptotermes spp. (including Formosan Termites) and Nasutitermes spp.

- 1. RENEWABLE PROTECTION**  
A. MASSEY guarantees the Initial Treatment for a period of one (1) year from the Effective Date referenced above. MASSEY will offer the Customer an option of renewing the Guarantee each year. The annual renewal fee will be \$100 for the second year through fifth year, or \$5 for customers enrolling in Automatic Bill Pay which equates to a 5% discount. MASSEY reserves the right to adjust the annual renewal fee each year thereafter by giving the Customer Advance Notice. (Checked Box and Initials indicates Customer Preference: \_\_\_\_\_ Customer Initials)  
B. The Customer must pay the annual renewal fee on or before the end of the expiration month (anniversary of the Effective Date) or this Guarantee will be automatically terminated.  
C. Based on the mutual consent of both MASSEY and the Customer, MASSEY reserves the right to offer the Customer an option to renew this Guarantee on a year-to-year basis after the Initial ten (10) year period.  
2. **REINSPECTIONS**  
A. During the effective period of this Guarantee, MASSEY will reinspect the Treated Structure(s) annually upon Customer's request, or more frequently deemed by MASSEY. No failure on the part of the Customer to request reinspection shall, in any way, affect the Customer's rights under this Guarantee.  
B. The Customer agrees to make the Treated Structure(s) available for reinspection.  
3. **RETREATMENT, REPAIR OF FUTURE DAMAGE, AND LIMITATIONS OF LIABILITY**  
The type of Guarantee checked above will be issued to the Customer upon completion of the Initial Treatment and payment in full. The "Repair and Retreatment" and "Retreatment Only" Guarantees are explained in detail and are subject to the General Terms and Conditions on the reverse side hereof. In summary, the "Repair and Retreatment" Guarantee provides for new damage and repair protection against new damage to the structure and contents at no additional cost to the Customer. Old damage (damage occurring prior to the Effective Date) is not covered. The "Retreatment Only" Guarantee provides only for any retreatment deemed necessary at no additional cost to the Customer.  
4. **TRANSFER OF OWNERSHIP**  
MASSEY agrees to transfer the Guarantee to the new Owner of the Treated Property upon payment of a \$95.00 transfer fee, provided that the new Owner requests transfer in writing and pays the transfer fee within three business days of the change of ownership. Otherwise, this Guarantee will terminate automatically as of the date of change of ownership. MASSEY reserves the right to adjust the annual renewal fee upon transfer of this Guarantee.  
5. **STRUCTURAL ADDITIONS AND/OR ALTERATIONS**  
A. In the event the Treated Structure is modified, altered or otherwise changed, Customer will immediately notify MASSEY in writing for proper instruction(s) and/or any additional treatments required by the changes made.  
B. MASSEY may exclude damage repair coverage from avenues or conditions created by structural additions and/or alterations. In lieu of such exclusion, MASSEY may require additional treatment, additional service charges, and/or an adjustment in the annual renewal fee.  
6. **ALLERGIES AND SENSITIVITIES**  
If you, or any occupants, are prone to allergic reactions or sensitivities to dust, pollen, odors, chemicals, solvents, etc., or suffer from any respiratory illnesses, you should consult your physician before any service is performed on your property.

In consideration for work to be performed as itemized above and subject to the General Terms and Conditions recorded on the reverse side of this agreement, the undersigned agrees to make payment as follows:

INITIAL TREATMENT	\$ 540
OTHER SERVICES	\$
TAX	\$
TOTAL AMOUNT DUE	\$
LESS DOWN PAYMENT	\$
BALANCE DUE UPON COMPLETION	\$

**Credit Card, ACH/Electronic Funds Transfer, & Autopay Authorization\***  
(Details on back)  
Credit Type: ☐ Checking ☐ Savings ☐ Credit Card  
Financial Institution/City/State: \_\_\_\_\_  
Name on Card/Account: \_\_\_\_\_  
CC#: \_\_\_\_\_  
Exp Date: \_\_\_\_\_  
ABA/Transfer: \_\_\_\_\_  
Use for: ☐ Regular Svcs ☐ Renewals ☐ Initial Only  
Customer Approval to Debit Acct and/or Charge Card as indicated above and for the amounts shown in Service Charges.

**\*Autopay Authorization**  
You, the Buyer, can cancel this transaction at any time prior to midnight of the third business day after the date of this transaction, by giving written notice of cancellation by registered mail to MASSEY SERVICES, INC. P.O. BOX CC/ACH: Customer agrees to notify Massey Services in writing if any change occurs with the credit card or bank account or at least 30 days prior to the intent to cancel and/or revoke this authorization. Notifications need to be sent to Massey Services, Inc., Attn: Accounts Receivable, 315 Graveland Street, Orlando, FL 32804. For additional information, please call 1.888.262.7739 (M-F, 8am-8pm PST) or email us at WebCare@MasseyServices.com.

Massey Services Representative/Date: \_\_\_\_\_  
GM Approval/Date: \_\_\_\_\_  
MS-204 (2/20)

## Eileen Long

---

**From:** Martin, Bryan <Bryan.Martin@orkin.com>  
**Sent:** Thursday, July 22, 2021 2:01 PM  
**To:** Eileen Long  
**Cc:** dcroft@micareclinic.com; gsoto@micareclinic.com  
**Subject:** Orkin-Eileen\_Long,\_844\_W\_Plymouth\_Ave-7-22-21  
**Attachments:** Orkin-Eileen\_Long,\_844\_W\_Plymouth\_Ave-7-22-21.pdf

Eileen / Darik / Gretchen,

Please note I inspected the property today at 844 & 846 Plymouth ave. Upon completing my inspection, I discovered some subterranean termite damage in the outside of a door and along the flashing on the back side of the roof (pictures attached).

However, please note in central Florida, we fight against three types of Termites (subterranean, formosan, and Drywood). Subterranean and formosan are similar, they both live in the soil, they require moisture to survive and they feed on wood from the ground up. Drywood termites do not require moisture, they live in trees and fly and they often find their way in through window frames, door frames, and soffits.

Please note we offer treatment and protection plans for each type of termites or versus all three types. Again, I only discovered evidence of subterranean termites. However, drywood termites are especially common in Deland. Therefore, I would recommend a treatment and protection plan versus all three types to be sure the property is protected. In order to treat and protect against all three types of Termites, we would begin by placing Sentricon bait stations every 8-10 feet around the building. We would perform a liquid trench and rod treatment around the perimeter of the building and we may have to drill and treat around the front of the building (if the technician feels it's necessary). We would also drill and treat the window and door frames with expanding dry foam and we would spray the exposed wood in the attic space. We would also drill and treat the infested areas. The costs are as follows:

**Total Termite Treatment Plan vs. all three termites:**

5 year treatment and protection plan = \$5,307 or \$138.72/month x 60

3 year treatment and protection plan = \$4,515 or \$167.91/month x 36

1 year treatment and protection plan = \$3,723 or \$351.41/month x 12

**Drywood Treatment ONLY:**

5 year treatment and protection plan = \$2,395 or \$89.07/month x 36

3 year treatment and protection plan = \$1,797 or \$66.83/month x 36

1 year treatment and protection plan = \$1,199 or \$113.17/month x 12

**Subterranean Termite Treatment ONLY:**

5 year treatment and protection plan = \$4,588 or \$119.93/month x 60

3 year treatment and protection plan = \$3,796 or \$141.17/month x 36

1 year treatment and protection plan = \$3,004 or \$283.55/month x 12

Please note at anytime during a 5 year treatment and protection plan, if we found evidence of termites, we would retreat the property at no additional cost.

Please review and let me know if you have any questions or concerns. If you would like to proceed with the treatment, please let me know and I will stop by with the required forms and we can schedule the treatment accordingly.

Regards,

Bryan Martin  
Inspector  
Orkin  
407.457.7536

**West Volusia Hospital Authority  
Financial Statements  
July 31, 2021**



# Dreggors, Rigsby & Teal, P.A.

*Advisors for Life*

Certified Public Accountant | Registered Investment Advisor

1006 N. Woodland Boulevard ■ DeLand, FL 32720

(386) 734-9441 ■ [www.drtcpa.com](http://www.drtcpa.com)

Ronald J. Cantlay, CPA/CFP®

James H. Dreggors, CPA

Victoria A. Kizma, CPA

Robin C. Lennon, CPA

John A. Powers, CPA

Ann J. Rigsby, CPA/PFS/CFP®

Melissa J. Trickey, CPA

To the Board of Commissioners  
West Volusia Hospital Authority  
P. O. Box 940  
DeLand, FL 32720-0940

Management is responsible for the accompanying balance sheet (modified cash basis) of West Volusia Hospital Authority, as of July 31, 2021 and the related statement of revenues and expenditures - budget and actual (modified cash basis) for the month then ended and year-to-date, 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 completeness of the information provided by management. Accordingly, we do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

The accompanying supplemental information contained in Schedule I is presented for purposes of additional analysis and is not a required part of the basic financial statements. This information is the representation of management. The information was subject to our compilation engagement; however, we have not audited or reviewed the supplementary information and, accordingly, do not express an opinion, a conclusion, nor provide any assurance on such supplementary information.

Management has elected to omit substantially all of the disclosures required by accounting principles generally accepted in the United States of America. If the omitted 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.

*Dreggors, Rigsby & Teal, P.A.*

Dreggors, Rigsby & Teal, P.A.  
Certified Public Accountants  
DeLand, FL

August 02, 2021

#### MEMBERS

American Institute of  
Certified Public Accountants

the *CPAlliance* network

Florida Institute of  
Certified Public Accountants

**West Volusia Hospital Authority**

**Balance Sheet**

**Modified Cash Basis**

**July 31, 2021**

**Assets**

**Current Assets**

Petty Cash	\$	100.00
Intracoastal Bank - Money Market		497,951.18
Intracoastal Bank - Operating		483,677.02
Mainstreet Community Bank (MCB) - MM		13,204,922.11
MCB Escrow Account		200,000.00
Surety Bank - MM		8,002,710.12
Taxes Receivable		121,920.00
<b>Total Current Assets</b>		<b>22,511,280.43</b>

**Fixed Assets**

Land		145,000.00
Buildings		422,024.71
Building Improvements		362,091.33
Equipment		53,974.56
Leasehold Improvements		23,232.63
<b>Total Fixed Assets</b>		<b>1,006,323.23</b>
Less Accum. Depreciation		(409,309.80)
<b>Total Net Fixed Assets</b>		<b>597,013.43</b>

**Other Assets**

Deposits		2,000.00
<b>Total Other Assets</b>		<b>2,000.00</b>
<b>Total Assets</b>		<b>23,110,293.86</b>

**Liabilities and Net Assets**

**Current Liabilities**

Deferred Revenue		116,506.00
<b>Total Current Liabilities</b>		<b>116,506.00</b>

**Net Assets**

Unassigned Fund Balance		15,147,803.21
Restricted Fund Balance		208,000.00
Assigned Fund Balance		2,000,000.00
Nonspendable Fund Balance		597,013.43
Net Income Excess (Deficit)		5,040,971.22
<b>Total Net Assets</b>		<b>22,993,787.86</b>
<b>Total Liabilities and Net Assets</b>	<b>\$</b>	<b>23,110,293.86</b>

**West Volusia Hospital Authority**  
**Statement of Revenue and Expenditures**  
**Modified Cash Basis**  
**Budget and Actual**  
**For the 1 Month and 10 Months Ended July 31, 2021**

	<u>Annual Budget</u>	<u>Current Period Actual</u>	<u>Year To Date Actual</u>	<u>Budget Balance</u>
<b>Revenue</b>				
Ad Valorem Taxes	16,431,158	8,284	17,047,169	(616,011)
Investment Income	135,000	1,454	36,650	98,350
Other Income	0	0	71,745	(71,745)
Use of Prior Year Reserves	<u>2,000,000</u>	<u>0</u>	<u>0</u>	<u>2,000,000</u>
<b>Total Revenue</b>	<b><u>18,566,158</u></b>	<b><u>9,738</u></b>	<b><u>17,155,564</u></b>	<b><u>1,410,594</u></b>
<b>Healthcare Expenditures</b>				
Hospital Services	3,000,000	392,387	1,364,526	1,635,474
Primary Care and Pharmacy	4,000,000	280,987	3,183,343	816,657
Specialty Care	3,300,000	428,615	2,499,641	800,359
County Medicaid Reimbursement	2,512,229	209,352	1,884,172	628,057
The House Next Door	100,000	1,530	17,405	82,595
The Neighborhood Center	100,000	8,400	74,150	25,850
TNC Healthcare Navigation Program	50,000	6,890	43,395	6,605
Rising Against All Odds	164,985	0	164,985	0
Community Legal Services	95,958	8,455	44,376	51,582
Hispanic Health Initiatives	75,000	0	0	75,000
Florida Dept of Health Dental Svcs	225,000	12,781	129,246	95,754
Stewart Marchman - ACT	945,880	48,634	708,610	237,270
Health Start Coalition of Flagler & Volusia	142,359	10,703	87,863	54,496
H C R A	819,162	(8,201)	63,266	755,896
Other Healthcare Costs	<u>849,920</u>	<u>0</u>	<u>71,868</u>	<u>778,052</u>
<b>Total Healthcare Expenditures</b>	<b><u>16,380,493</u></b>	<b><u>1,400,533</u></b>	<b><u>10,336,846</u></b>	<b><u>6,043,647</u></b>
<b>Other Expenditures</b>				
Advertising	7,000	522	2,952	4,048
Annual Independent Audit	16,700	0	16,700	0
Building & Office Costs	15,533	679	15,612	(79)
General Accounting	68,100	3,876	41,855	26,245
General Administrative	65,100	4,866	45,803	19,297
Legal Counsel	70,000	3,520	50,160	19,840
City of DeLand Tax Increment District	100,000	0	90,172	9,828
Tax Collector & Appraiser Fee	610,000	73,502	634,906	(24,906)
TPA Services	540,000	35,088	493,146	46,854
Healthy Communities	75,397	5,428	51,677	23,720
Application Screening				
Application Screening - THND	402,835	33,480	295,121	107,714
Application Screening - RAAO	40,000	4,224	28,800	11,200
Workers Compensation Claims	25,000	0	0	25,000
Other Operating Expenditures	<u>150,000</u>	<u>2,696</u>	<u>10,845</u>	<u>139,155</u>
<b>Total Other Expenditures</b>	<b><u>2,185,665</u></b>	<b><u>167,881</u></b>	<b><u>1,777,749</u></b>	<b><u>407,916</u></b>
<b>Total Expenditures</b>	<b><u>18,566,158</u></b>	<b><u>1,568,414</u></b>	<b><u>12,114,595</u></b>	<b><u>6,451,563</u></b>
<b>Excess ( Deficit)</b>	<b><u>0</u></b>	<b><u>(1,558,676)</u></b>	<b><u>5,040,969</u></b>	<b><u>(5,040,969)</u></b>

**West Volusia Hospital Authority**  
**Schedule I - Healthcare Expenditures**  
**Modified Cash Basis**  
**Budget and Actual**  
**For the 1 Month and 10 Months Ended July 31, 2021**

	Annual Budget	Current Period Actual	Year To Date Actual	Budget Balance
<b>Healthcare Expenditures</b>				
Halifax Hospital	1,500,000	291,513	1,061,574	438,426
AdventHealth	1,500,000	100,874	302,952	1,197,048
Primary Care and Pharmacy	4,000,000	280,987	3,183,343	816,657
Specialty Care	3,300,000	428,615	2,499,641	800,359
County Medicaid Reimbursement	2,512,229	209,352	1,884,172	628,057
Florida Dept of Health Dental Svcs	225,000	12,781	129,246	95,754
Good Samaritan				
The House Next Door	100,000	1,530	17,405	82,595
The Neighborhood Center	100,000	8,400	74,150	25,850
TNC Healthcare Navigation Program	50,000	6,890	43,395	6,605
Rising Against All Odds	164,985	0	164,985	0
Community Legal Services	95,958	8,455	44,376	51,582
Hispanic Health Initiatives	75,000	0	0	75,000
Stewart Marchman - ACT				
SMA - Homeless Program	95,880	2,809	29,617	66,263
SMA - Residential Treatment	550,000	41,846	378,992	171,008
SMA - Baker Act - Match	300,000	3,979	300,000	0
Health Start Coalition of Flagler & Volusia				
HSCFV - Outreach	73,500	6,220	54,848	18,652
HSCFV - Fam Services	68,859	4,484	33,016	35,843
HCRA				
H C R A - In County	400,000	(12,156)	55,815	344,185
H C R A - Outside County	419,162	3,954	7,451	411,711
Other Healthcare Costs	849,920	0	71,868	778,052
<b>Total Healthcare Expenditures</b>	<b>16,380,493</b>	<b>1,400,533</b>	<b>10,336,846</b>	<b>6,043,647</b>



**West Volusia Hospital Authority**  
**Schedule II - Statement of Revenue and Expenditures**  
**Modified Cash Basis**  
**For the 1 Month and 10 Months Ended July 31, 2021 and July 31, 2020**

	1 Month Ended July 31, 2021	1 Month Ended July 31, 2020	10 Months Ended July 31, 2021	10 Months Ended July 31, 2020
<b>Revenue</b>				
Ad Valorem Taxes	8,284	16,377	17,047,169	19,483,308
Investment Income	1,454	8,476	36,650	118,430
Rental Income	0	5,999	0	56,066
Other Income	0	3,321	71,745	19,209
<b>Total Revenue</b>	<b>9,738</b>	<b>34,173</b>	<b>17,155,564</b>	<b>19,677,013</b>
<b>Healthcare Expenditures</b>				
Hospital Services	392,387	328,533	1,364,526	3,103,499
Primary Care and Pharmacy	280,987	65,956	3,183,343	1,079,018
Specialty Care	428,615	302,673	2,499,641	2,369,373
County Medicaid Reimbursement	209,352	0	1,884,172	1,839,421
The House Next Door	1,530	2,698	17,405	53,861
The Neighborhood Center	8,400	3,379	74,150	56,854
TNC Healthcare Navigation Program	6,890	4,188	43,395	25,033
Rising Against All Odds	0	12,000	164,985	138,075
Community Legal Services	8,455	1,311	44,376	43,328
Hispanic Health Initiatives	0	0	0	26,525
Florida Dept of Health Dental Svcs	12,781	0	129,246	105,939
Good Samaritan	0	1,832	0	1,832
Stewart Marchman - ACT	48,634	18,974	708,610	886,703
Health Start Coalition of Flagler & Volusia	10,703	12,308	87,863	123,707
H C R A	(8,201)	4,711	63,266	254,581
Other Healthcare Costs	0	0	71,868	0
<b>Total Healthcare Expenditures</b>	<b>1,400,533</b>	<b>758,563</b>	<b>10,336,846</b>	<b>10,107,749</b>
<b>Other Expenditures</b>				
Advertising	522	181	2,952	2,680
Annual Independent Audit	0	0	16,700	16,400
Building & Office Costs	679	630	15,612	3,742
General Accounting	3,876	3,391	41,855	36,058
General Administrative	4,866	5,653	45,803	40,319
Legal Counsel	3,520	4,520	50,160	49,997
City of DeLand Tax Increment District	0	0	90,172	90,813
Tax Collector & Appraiser Fee	73,502	73,597	634,906	683,276
Legislative Consulting	0	0	0	30,090
TPA Services	35,088	74,412	493,146	479,098
Healthy Communities	5,428	0	51,677	35,094
Application Screening				
Application Screening - THND	33,480	32,661	295,121	293,405
Application Screening - RAAO	4,224	2,688	28,800	29,760
Application Screening - SMA	0	0	0	0
Workers Compensation Claims	0	10,074	0	17,701
Other Operating Expenditures	2,696	2,805	10,845	10,460
<b>Total Other Expenditures</b>	<b>167,881</b>	<b>210,612</b>	<b>1,777,749</b>	<b>1,788,803</b>

**West Volusia Hospital Authority**  
**Schedule II - Statement of Revenue and Expenditures**  
**Modified Cash Basis**  
**For the 1 Month and 10 Months Ended July 31, 2021 and July 31, 2020**

	1 Month Ended July 31, 2021	1 Month Ended July 31, 2020	10 Months Ended July 31, 2021	10 Months Ended July 31, 2020
<b>Total Expenditures</b>	<u>1,568,414</u>	<u>969,175</u>	<u>12,114,595</u>	<u>11,896,552</u>
<b>Excess ( Deficit)</b>	<u><u>(1,558,676)</u></u>	<u><u>(935,002)</u></u>	<u><u>5,040,969</u></u>	<u><u>7,780,461</u></u>

## LEGAL UPDATE MEMORANDUM

TO: WVHA Board of Commissioners

DATE: August 10, 2021

FROM: Theodore W. Small, Jr.

RE: West Volusia Hospital Authority – Update for August 19, 2021 Regular Meeting

Summarized below are updates on active legal matters/issues for which some new information has become available since my last legal update. This Memorandum will not reflect updates on matters resolved by a final vote of the Board and thereby already summarized in the July 15, 2021 Meeting Minutes.

### I. Authorization of EBMS to Manage Authority Clinics

As indicated at the last meeting when recommending that the Board table a motion to authorize EBMS to manage all routine and necessary operational matters concerning the clinics, this management responsibility is already delegated to EBMS in Article I, Paragraph 1.1 of their Administrative Services Agreement dated July 1, 2020:

#### ARTICLE I RIGHTS AND DUTIES OF CONTRACT ADMINISTRATOR

*Clinic Oversight.* Contract Administrator will oversee and manage each free-standing clinic located at DeLand, Florida, and any other locations mutually agreed to in writing by the Authority and Contract Administrator. Each such clinic will be operated for purposes of providing the medical treatments and services listed herein to Members of the Health Plan, (each an "Authority Clinic"). In addition, Contract Administrator will also manage appointment scheduling, recruitment of and arranging for Medical Professionals (as hereinafter defined), as well as equipment, inventory management and will arrange for all services for the general maintenance and upkeep of the Authority Clinic(s), including janitorial and waste removal and disposal services (including biowaste). Costs associated with the upkeep and general maintenance of the clinic will be passed-through (and without any premium markup), for payment by the Authority.

Because all operational expenses are passed-through to WVHA for reimbursement, it is contemplated that EBMS would consult with the Board before incurring major and non-emergency operational expense. But Paragraph 1.1 is sufficiently clear to make it unnecessary for the Board to pull that motion off the table. The Board should, however, consider the various termite treatment/bond options and provide EBMS it preferences on

this operational decision which would impact the long term preservation of the underlying asset.

## II. Follow-up Site Visit of The Neighborhood Center HealthCare Navigator Program

Although counsel has not yet reviewed DRT's follow-up site visit write-up concerning the HealthCare Navigator Program, counsel anticipates that the Board may require some background from a legal perspective.

Counsel was first contacted about this item by Ms. Long on June 21<sup>st</sup>. Ms. Long requested that I review my files to help her answer the following inquiry from the Auditor General:

**From:** JIM COLE <[JIMCOLE@AUD.STATE.FL.US](mailto:JIMCOLE@AUD.STATE.FL.US)>

**Sent:** Monday, June 21, 2021 2:15 PM

**To:** Eileen Long <[elong@drtcpa.com](mailto:elong@drtcpa.com)>

**Cc:** WALT CUNNINGHAM <[WALTCUNNINGHAM@AUD.STATE.FL.US](mailto:WALTCUNNINGHAM@AUD.STATE.FL.US)>

**Subject:** TNC HealthCare Navigator Program (1920) December 2020 Site Visit Report

Eileen,

We reviewed the TNC HealthCare Navigator Program (1920) December 2020 - Site Visit Report. The Report noted that of six (6) clients tested, TNC provided no photo IDs or residency documentation.

A. Under the funding agreement, TNC agreed to screen participants for income and assets eligibility. The Report does not refer to this eligibility requirement. Was this examined during the audit and, if not, would you explain why it was not included?

B. Would you please explain why the test results did not result in expanding the audit procedures and attempting to estimate questioned costs and seek reimbursement? The Board authorized an expanded Site Visit for the month of May 2021 that has yet to be performed.

C. Would you calculate the questioned costs for the above exceptions? Please include your calculations.

Thank you,

**Jim Cole, CPA**  
**State of Florida - Auditor General's Office**  
Ph 407-928-9512

To assist DRT with formulating a response, counsel located and reviewed a series of emails concerning the initial drafting of the agreement for HealthCare Navigator Program. Those

September/October 2019 emails (between counsel, the Board, TNC and DRT) confirmed that the Screening provision/Paragraph 6 for this funding agreement had always been presented to TNC, the Board and DRT as different from the provision in the Access to Care program.

After DRT responded to the Auditor General and began to conduct its follow-up site-visit concerning the HealthCare Navigator Program, counsel was again contacted by DRT with a request to weigh-in when TNC indicated that it was unable to provide all of the information that DRT was requesting concerning the full screening requirement. Counsel responded to DRT with a copy to TNC in the following email:

**From:** Attorney Ted Small <[tsmall@westvolusiahospitalauthority.org](mailto:tsmall@westvolusiahospitalauthority.org)>  
**Sent:** Friday, July 16, 2021 8:16 AM  
**To:** Eileen Long <[elong@drtcpa.com](mailto:elong@drtcpa.com)>  
**Cc:** Waylan Niece <[waylan.niece@nhcwv.org](mailto:waylan.niece@nhcwv.org)>;  
[rcantlay@westvolusiahospitalauthority.org](mailto:rcantlay@westvolusiahospitalauthority.org)  
**Subject:** Re: FW: TNC Navigator Contractual Compliance Review

Good morning, Happy to schedule something next week to discuss further. My overall impression upon reviewing this email and related agreements is that there is a disconnect between what TNC was expecting to provide as support under its funding agreement and what DRT is expecting to examine under its Site Visit engagement. DRT needs to write this up and put it on the Board discussion agenda so they can consider both why this disconnect is being discovered now after several years of funding and what, if anything, can bring this into compliance with the terms of the funding agreement. I checked and this funding agreement, unlike the Access to Healthcare agreement, requires full eligibility screening. That was what was agreed and communicated in emails to TNC and DRT when this program was initially approved and that's what should have been happening. The Board needs to be informed and to weigh in on how to handle it if this Site Visit discovers or reveals that it hasn't been operated that way. Regards, ts

**III. WVHA as Plaintiff in Federal Multidistrict Litigation for National Prescription Opiate Litigation, James Vickaryous, Managing Partner of Vickaryous Law Firm.**  
*[See new info. in italics and bold]*

Counsel talked preliminarily with Jim Vickaryous, the Managing Partner of the Vickaryous Law Firm about WVHA retaining his law firm to represent WVHA on a contingency basis and file a lawsuit on behalf of WVHA in the federal multidistrict litigation for national prescription opiate litigation. Attorney Vickaryous plans to present a formal proposal to explain the details, but in a nutshell the proposed representation would offer WVHA a seat at the table among many other governmental and private entities around the nation that are suing pharmaceutical companies. These lawsuits are seeking to recover damages related to the substantial health care and prescription costs that have been paid to treat residents who became addicted to opioids. As of this writing, counsel has not yet received a draft of the

proposed retainer agreement or the presentation materials. Attorney Vickaryous has indicated in an introductory call that if desired, WVHA would become one of several Florida based local government clients which his firm would represent. The contingency basis of the representation would provide that the Vickaryous Law Firm would be paid 20% of any net recovery after costs and WVHA would keep the remaining 80%. Attorney Vickaryous believes that it would be important to get WVHA's lawsuit on file as soon as practicable before settlement talks begin and conclude concerning a Tier 1 lawsuit that is scheduled for trial in Ohio during October, 2019. Attorney Vickaryous believes that the defendants in that lawsuit may want to negotiate a global settlement of all pending lawsuits and it would be advantageous for WVHA to have a seat at that table, particularly in light of the substantial annual budget expenses being paid to SMA and for prescriptions that are directly related to the opioid epidemic. Counsel expects to receive and review the details prior to the March meeting and have a recommendation as to the form of the retainer agreement at that time. As an overall matter, the proposal sounds like a potential opportunity for WVHA to recoup substantial taxpayer dollars, but it may take some time before any recovery is obtained. Following the Board's authorization of Chair Craig to sign the proposed contingency agreement subject to a clarification that the net of any recovery to WVHA only be reduced to reimburse "reasonable" attorney's fees, Chair Craig has executed the revised agreement and it is being circulated for signatures by all the retained co-counsel. As previously emailed, WVHA's complaint in the national opioid litigation was initially filed in federal court in the Middle District of Florida on September 10, 2019. On September 26, 2019, that case was transferred to the Northern District of Ohio where it has been consolidated with the thousands of other pending cases in that multidistrict opioid litigation.

Counsel received the following update from class counsel in July/August, 2020:

#### A. Purdue Bankruptcy

As we have previously explained, in order to participate in the Purdue bankruptcy, a Proof of Claim form must be filed on behalf of your entity. We have already filed a Proof of Claim form [generously estimated at \$32,009,971.00] on your behalf.

Now, based on recent developments in this bankruptcy, we plan to amend these forms to include a minimum valuation for your claim. In other words, we will be setting forth a specific monetary amount for your claim within this bankruptcy. We, along with the members of the Plaintiff Executive Committee and the Bankruptcy Ad Hoc Committee, believe that this is an important step to ensure that the claims of local governments are provided appropriate priority as creditors.

To estimate the minimum value for local government claims, the Ad Hoc Committee has worked with Ted Miller, an internationally recognized safety economist with Pacific Institute for Research and Evaluation (PIRE), who has developed a model that estimates monetary relief, including damages and abatement costs, which cities, counties, and municipalities across the United States (the "Municipality Claim Model") may assert against the Debtors.

To be sure, this "minimum valuation" is not the amount of money that you would receive from the Purdue Bankruptcy. The total valuation to all governmental entities is estimated to be in the area of \$2 trillion, and of course only a very small fraction of that amount could ever be available for distribution. Therefore, any amounts that are

actually received by local governments will be significantly less than the “minimum valuation” we submit.

*Below is the latest brief update received on 8/9/2021 from class counsel:*

**From:** Jamey Szerdi [mailto:jamey@romanolawgroup.com]  
**Sent:** Monday, August 9, 2021 2:53 PM  
**To:** Ted Small <tsmall@businessemploymentlawyer.com>;  
tsmall@westvolusiahospitalauthority.org  
**Cc:** Eric Romano <eric@romanolawgroup.com>;  
**Subject:** RE: IMPORTANT-Opioid Litigation UPDATE Regarding Mallinckrodt  
Bankruptcy - West Volusia Hospital Authority  
**Importance:** High

Dear Ted,

We are writing to provide an important update and notify you of upcoming required action and deadlines for voting on the Mallinckrodt plc bankruptcy Plan (Mallinckrodt Plan).

Mallinckrodt is a manufacturer of opioid-pain medication, and was among the Defendants named in the complaint we filed on your behalf. Mallinckrodt has now sought bankruptcy protection under Chapter 11 of the Bankruptcy Code, as result of opioid litigation liabilities and other debt obligations.

The proposed plan will result in a restructuring of the Debtor’s business, and the establishment of a trust (referred to in the Plan and the Disclosure Statement as the Opioid MDT II) to be funded with approximately \$1.6 billion in cash (paid over seven years) and certain non-cash assets, including warrants, insurance rights and certain estate causes of action, that will serve as the source of recovery to all Opioid Claimants. These funds will be divided among various trusts, including governmental claims, hospital claims, third party payer claims, and personal injury claims.

The following bankruptcy related materials are available in the link below:

- NOTICE OF (I) HEARING TO CONSIDER CONFIRMATION OF THE CHAPTER 11 PLAN FILED BY THE DEBTORS AND (II) RELATED VOTING AND OBJECTION DEADLINES
- COVER LETTER AND RECOMMENDATION OF THE DEBTORS
- NOTICE TO OPIOID CLAIMANTS
- OCC PLAN POSITION LETTER

- DISCLOSURE STATEMENT FOR JOINT CHAPTER 11 PLAN OF REORGANIZATION OF MALLINCKRODT PLC AND ITS DEBTOR AFFILIATES UNDER CHAPTER 11 OF THE BANKRUPTCY CODE
- ORDER (I) APPROVING THE DISCLOSURE STATEMENT AND FORM AND MANNER OF NOTICE OF HEARING THEREON, (II) ESTABLISHING SOLICITATION PROCEDURES, (III) APPROVING THE FORM AND MANNER OF NOTICE TO ATTORNEYS AND SOLICITATION DIRECTIVE, (IV) APPROVING THE FORM OF BALLOTS, (V) APPROVING THE FORM, MANNER, AND SCOPE OF CONFIRMATION NOTICES, (VI) ESTABLISHING CERTAIN DEADLINES IN CONNECTION WITH APPROVAL OF DISCLOSURE STATEMENT AND CONFIRMATION OF PLAN, AND (VII) GRANTING RELATED RELIEF
- SOLICITATION PROCEDURES

Link: <https://sfspa.sharefile.com/d-sc4fc7428f8ad4992a9445df368ff67fa>

**The deadline to vote on this plan is September 3, 2021, at 4:00 p.m., prevailing Eastern Time.**

We understand that the deadline is a little less than a month away. Therefore we wanted to provide you with this information quickly as a reminder to begin reviewing the solicitation package and begin evaluating your voting decision as soon as possible. If your governmental entity must hold a meeting to vote on the Mallinckrodt Plan, please schedule that meeting immediately, as the deadline to vote on the Plan is September 3, 2021.

Our Recommendation:

The leadership of the Opioid MDL (PEC) is in the process of finalizing a few remaining material issues involving the Mallinckrodt Plan. Accordingly, the PEC issued a recommendation that you refrain from voting on the Mallinckrodt Plan until these material issues are resolved.

We anticipate a full endorsement of the Mallinckrodt Plan. The PEC intends to issue a follow-up letter along with a comprehensive overview of the Mallinckrodt Plan after the material issues are resolved. We will forward the PEC's ultimate recommendation and overview regarding the Mallinckrodt Plan as soon as we receive it. Based on currently available information, we anticipate agreeing with the PEC's recommendation.

As with the Purdue bankruptcy, we will collect your vote and submit it on your behalf through a Master Ballot. As noted above, the Deadline to submit a Master Ballot indicating all of our clients' votes is September 3, 2021, at 4:00



p.m., prevailing Eastern Time. Therefore, after the PEC issues its ultimate recommendation, we request you send us your voting instructions (approve, reject or abstain) to Jamey Szerdi at **jamey@romanolawgroup.com** on or before September 1, 2021, so that we can prepare the Master Ballot for timely submission.

However, if we don't receive your voting decision on or before September 1, 2021, to Jamey Szerdi at **jamey@romanolawgroup.com**, we will cast your vote following and in accordance with our and the PEC's recommendation.

If you do not want us to cast your vote using this procedure, please notify us by emailing **Jamey Szerdi at jamey@romanolawgroup.com**

IV. New Methodology for Calculating the Medicaid Contribution Required from Counties and/or Hospital Districts Who "Benefit" from the Medicaid Program—SB 1520/HB 5301 (2013 Florida Legislature) [*See new info. in italics and bold*]

As some Board members may recall, in 2012 the Florida Legislature passed HB-5301 which required counties and/or hospital districts who "benefit" from the Medicaid program to catch up on disputed Medicaid bills dating back to 2001. After much research, discussion and legal and political wrangling, WVHA ultimately resolved to continue its longstanding commitment to reimburse the County of Volusia (the "County") for the County's required contribution to the State of Florida Medicaid Program for hospital bill payments on behalf of indigent residents of the West Volusia Tax District. For both the unpaid Medicaid bills dating back to 2001 and future Medicaid bills, the County and WVHA agreed to set aside their disagreement about whether WVHA actually "benefits" from the Medicaid program as do the other hospital districts (Halifax and Southeast Volusia) which receive direct Medicaid payments for services rendered at hospitals which they own and operate. Instead, the ultimate resolution to this dispute was WVHA's agreement to continue reimbursing the County for a portion of its required contribution to the Medicaid Program as long as the County certified that it had verified that hospital bills apportioned to WVHA concerned healthcare services for persons who were indigent residents of the West Volusia Tax District at the time of service. This agreed-upon Medicaid billing procedure was fully implemented and was the basis for the Board's approval of all Medicaid payments during the 2012-13 fiscal year.

However, with the passage of SB 1520 by the 2013 Florida Legislature, the State of Florida Medicaid Program will no longer bill the County based on the actual amount of services rendered to individual Medicaid recipients within the County. Instead, the State of Florida is now allowed to assess counties based on statutory formulas with the stated goals of 1. relieving counties of having to devote administrative time to check and verify recipient addresses and 2. making the process compatible with AHCA's new Diagnosis Related Group (DRG) reimbursement system, whereby hospitals are reimbursed a flat rate per diagnosis code regardless of the number of hospitalization days. (Although not acknowledged in the FAC materials I reviewed, it is counsel's understanding that AHCA pushed hard for passage of the

new law in order to relieve itself of many administrative burdens associated with the prior reimbursements procedures)

The formula that applied for the first two years under the new regime was based solely on the “percentage share of payments”, which represents the County’s percentage share of total Medicaid payments for all counties, based on six months of resolved payments during SFY 2012-13. Because the County has three independent hospital districts which had traditionally split responsibilities for the County’s assessment based on the residency of the hospital inpatient at the time of service, the County divided responsibility for the new formula assessments based solely on the percentage of Medicaid enrollees within each of the hospital taxing districts, as determined by their zip codes as of March 2013: 45.97% in West Volusia Taxing District (39,802 enrollees); 44.42% in Halifax Taxing District (38,461 enrollees); and 9.61% in Southeast Volusia Taxing District (8,318 enrollees).

However, beginning in SFY 15-16 and through SFY 19-20, the formula that will apply is based on a five year transitional period where two formulas are utilized, the percentage share of payments formula and a new “enrollment percentage”. The new “enrollment percentage” formula represents the total Florida Medicaid enrollees living in the County as of March of that year divided by the total number of Medicaid enrollees in Florida. During the transition period, the proportionate weight of the “percentage share of payments” formula decreases each year and the proportionate weight of a new enrollment percentage is increased each year. For example, in SFY 15-16, the percentage share of payments formula will count for 80% and the enrollment percentage will count for only 20% of the County’s total assessment. However, by SFY 18-19, the percentage share of payments formula will only count for 20% and the enrollment percentage will count for 80% of the County’s total assessment. In SFY 2019-20, the enrollment percentage will count for 100% of the County’s total Medicaid assessment.

Under the new law, the Department of Revenue (DOR) is required to notify each county by June 1 of its total SFY Medicaid contribution. Each county is then required to begin paying its assessed contribution in equal monthly installments by the 5<sup>th</sup> day of each month. If a county fails to make these monthly payments, the DOR is required to reduce the county’s half-cent sales tax distribution. Therefore, the County will be unforgiving of any resistance by WVHA or the other hospital districts to pay whatever is decided as “our proportionate share” of the assessed contribution.

Counsel will defer to the CPAs at DRT to provide the Board with an analysis of the detailed numbers and how the change in the proportionate weight of the two formulas during the transitional period which starts this year. From a broad analytical perspective and based on preliminary discussions with representatives of other hospital districts, it appears that WVHA could be assessed an increasingly larger amount for Medicaid each year because the total assessment to each county is no longer based upon data on actual hospital stays/services provided and is no longer going to distinguish hospitals versus nursing homes stays/services. (Under the prior formula, the County paid all of the Medicaid contribution attributed to nursing home stays). Apparently, the data on actual usage is no longer being collected and maintained by AHCA. Instead, by the end of the transitional period DOR will simply assess the County one lump sum assessment based entirely on per capita enrollment in zip codes

associated with Volusia County, without any consideration of the actual Medicaid usage by these enrollees and without any division as between hospital stays and nursing home stays. Further, counsel has confirmed that DOR is not making any distinction based on actual physical addresses of the Medicaid enrollees. Therefore, those with zip codes that DOR associates with Volusia County will be included in the County's assessment even if those enrollees actually live in Lake or Flagler County.

Counsel, DRT and other representatives from Halifax and Southeast have scheduled a conference call in order to discuss a potential mutual strategy for negotiating with the County about how to deal with those features of the new "enrollment percentage" formula that will result in WVHA and the other districts becoming responsible for both hospital stays and nursing home care of Medicaid enrollees. Counsel is not expecting that the other districts will be as concerned about the lack of perfect correlation between the States use of inexact zip coding as the sole means to determine "residency", because they have other revenue other than ad valorem taxes and could pay for nonresidents without a per se violation of their Enabling Legislation. But at some point if this zip code methodology is not addressed, WVHA may be faced with a choice between violating its Enabling Legislation and renegeing on its traditional willingness to pay its proportionate share of the County's Medicaid assessment. It would help counsel to advise the Board on this choice if the Board would authorize "special accounting" by DRT or HSI, or both working collaboratively, to come up with a reasonable estimate of how many actual Lake County residents with a 32720 zip code are Medicaid enrollees. If that number is not significant, then it would allow counsel to articulate for the Board a justification for considering this cost as "incidental" to the larger cost of providing healthcare to actual residents of the Tax District. The converse is also true.

Consistent with the methodology tentatively agreed in a conference call last month between representatives of all three hospital districts in Volusia County, Mr. Powers has prepared a preliminary spreadsheet indicating how utilizing the average of four years of WVHA's percentage of the overall Volusia County's required contribution to the Medicaid Program will actually decrease WVHA's contribution percentage to 31.02%, as compared to 31.84% for 2014-15. Mr. Powers received notice that the County has agreed to the joint proposal from all three hospital districts. Apparently County Council approval was not required and WVHA should receive a formal letter confirming the County's approval. Counsel has requested that this matter be placed on the Board's Discussion Agenda for the September 17<sup>th</sup> meeting and recommends that the Board formally approve the jointly proposed methodology until, hopefully, some legislative fix occurs to replace the statutory "enrollment percentage" formula that would be applicable if this joint proposal were not agreed by all parties.

For the past several years, counsel has agreed with DRT that WVHA should agree with Halifax and Southeast to continue the same contribution percentages for Medicaid Match payments as were jointly agreed for the 2015-16 transitional year. However, counsel has repeatedly cautioned that the Board review the above summarized background to what was agreed only as a temporary fix and give due consideration that the transitional phase in period will end with State Fiscal Year 2019-20. At that time, all unresolved legal issues will likely need to be resolved between WVHA, the County and all interested parties. If a jointly agreed upon new methodology for a fair and equitable division of Medicaid costs cannot be agreed,

WVHA may need to pursue an appeal to the Department of Financial Services, as provided under Chapter 409.915(5), Florida Statutes, to obtain a definitive ruling on whether WVHA actually “benefits” from the Medicaid program to allow the County to allocate it any portion of the Medicaid costs; whether WVHA can legally reimburse for Lake County non-residents who have a West Volusia zip code in spite of the restriction in its Enabling Legislation to only funds costs for “residents” of the Tax District; as well as whether the County is dealing with WVHA fairly in dividing percentages between hospital and nursing home stays by Medicaid enrollees.

To update the Board on the status of current negotiations between the County and the other hospital districts about the proposal developed by Halifax to shift nearly a half million of these Medicaid costs from Halifax to WVHA, counsel is pasting the below recent emails and will update the Board on any further developments as needed. Please call, 386-740-0787, with any specific questions.

**From:** Ted Small [mailto:tsmall@businessemploymentlawyer.com]  
**Sent:** Monday, June 7, 2021 12:54 PM  
**To:** 'Dona DeMarsh Butler' <ddbutler@volusia.org>; 'Powers Al' <apowers@drtcpa.com>; 'eric.peburn@halifax.org' <eric.peburn@halifax.org>; 'Joni Hunt' <Joni.Hunt@halifax.org>; 'Kelly.Kwiatek@halifax.org' <Kelly.Kwiatek@halifax.org>; 'jeff.davidson@sevhd.com' <jeff.davidson@sevhd.com>; 'Diana Phillips' <DPhillips@volusia.org>  
**Cc:** 'Long Eileen' <elong@drtcpa.com>; 'RonCantlay' <rcantlay@drtcpa.com>; 'Carmen Hall' <CHall@volusia.org>; 'Laura Coleman' <LColeman@volusia.org>; 'Coen Jennifer' <jcoen@westvolusiahospitalauthority.org>  
**Subject:** RE: [EX] RE: Medicaid Negotiations

Hi Dona and all, I’m catching up on this email string and I am starting to get questions from WVHA Board members about exactly what is the sourcing and legitimacy of the data that appears to shift nearly a half million of Medicaid sharing costs from Halifax to WVHA for this and future years. If the County intends to depart from using what has been our longstanding and jointly agreed upon data-based way dividing the Medicaid sharing costs amongst the three hospital districts, it is the County’s responsibility to gather verifiable data and justify its basis for doing so under Chapter 409.915(5). Hopefully I am misreading the email string, but what I am understanding from the below exchange is that the County intends to reallocate a half million dollars of Medicaid sharing costs from the Halifax taxing district to the WVHA taxing district (with some minor adjustments to Southeast and ZERO adjustments to the County’s share) solely based on one month of zip code data which Halifax’s own consultants and staff obtained from some unknown source at AHCA. Is that a correct reading?

Please help me to understand what I am missing about how the County would justify such a dramatic shift of how we have been cooperatively handling this very complex matter. I need to be able to explain it more clearly to three new Board members who are completely unfamiliar with the negotiations that Dan Eckert, Tura Schnebly and all counsel involved in negotiation the currently used basis for division once HB-5301

(2013) upended the prior specific user-based method for dividing these costs. Indeed, I have some Board members who aren't even persuaded that WVHA should share any of these costs since it no longer owns or operates a hospital that seeks Medicaid reimbursements. This will come up for WVHA Board discussion next week and I suspect (but don't know) that a majority of the Board would be willing to continue with the longstanding method of sharing these costs. But I need much more information about the sourcing and legitimacy of this proposed new methodology in order to avoid this becoming a basis for an appeal.

Thanks in advance for your help, ts

*After the July 15th Board Meeting wherein the Board authorized counsel to advocate that the County Council should decide to split Medicaid costs in proportion to the actual Medicaid reimbursements benefitting the hospitals within each of the three hospital districts or, alternatively, to continue the same methodology for splitting the costs based on actual user data, which has been utilized since 2015-16. On July 19<sup>th</sup>, counsel had a thoughtful discussion explaining WVHA's position with Assistant County Attorney, Laura Coleman. Attorney Coleman assured counsel that she would convey these points to the County Attorney and other staff involved. At that time, Attorney Coleman indicated that the County staff had not finalized its recommendation and that she would notify counsel before a recommended decision was presented to the County Council. Counsel has also communicated briefly with one Council member about WVHA's position. The Council's Agenda on 7/20/21, 8/3/21 did not include this matter and the current draft County Council Agenda for the 8/17/21 does not include it. Counsel checked with Attorney Coleman on 8/9/21 and will report on any updates.*

V. Legal Context for Budget Workshop/TRIM Procedure [Tax/Budgeting] [See new info. in italics and bold]

Please note that the Authority's budget process is governed by the Truth in Millage ("TRIM") process as set forth in Chapter 200, Florida Statutes and the related Department of Revenue compliance regulations. In general, TRIM requires that taxing entities such as the Authority hold two public hearings for open discussion on their proposed millage rate and proposed budget. Such public hearings must first deal with any increase in millage over the statutory rolled-back rate (RBR) necessary to fund the proposed budget, if any, and the specific purposes for which taxes are being increased. The millage rate must be adopted first and then the budget must be adopted with a separate vote. Notices for the first public hearing ("TRIM Notice") is mailed to taxpayers by the County Property Appraiser on the Notice of Proposed Property Taxes. Notice for the second public hearing is handled by the Authority with a newspaper advertisement in a statutorily mandated format and publication deadline.

For Board member personal vacation scheduling purposes, please note that the Authority's TRIM budgeting process usually starts in July coincident with the Property Appraiser's

certification of the tax roll and ends in late September with a final budget hearing and submission of certifications of compliance to the State's TRIM Compliance Office. Therefore, even though tentative dates have already been voted upon (see below in Paragraph H *infra*), Board members should maintain as much flexibility as possible in their September schedules in order to ensure a quorum and whatever majority is necessary to satisfy the TRIM requirements.

For most years since 2007 including for the current tax year, the Board has voted to adopt millage at the "rolled-back rate" ("RBR"), which is the rate calculated with a statutory formula to allow the Board to raise the same amount of revenue as it did in the immediate past tax year with a simple majority vote. Refer to counsel's 9/17/2014 for further historical summary of final millage votes.

The following are descriptions of the exceptional years where the Board has voted to set its final millage rate either below or above that statutory rolled-back rate, which meant a tax decrease or tax increase in layman's terms:

Regarding the 2020-21 budget year, the TRIM Final Budget Hearing was held virtually on Thursday, September 24, 2020, and the Board voted unanimously to set its final millage at the rate of 1.5035 mills with a separate unanimous vote to adopt the Authority's 2020-21 tentative budget of \$18,566,158,000.00. Therefore, the 2020-21 tax year's millage of 1.5035 mills represents a 14.42% decrease below the 1.7569 mills rolled-back rate.

Regarding the 2019-20 budget year, the TRIM Final Budget Hearing was held on Thursday, September 26, 2019, and the Board voted 3-1-1 to set its final millage at 1.908 mills with a separate 3-1-1 to adopt the Authority's 2019-20 final budget of \$19,556,988. Therefore, the 2019-20 tax year's millage of 1.908 mills was a 5.563% decrease over the 2.0204 mills rolled-back rate.

Regarding the 2017-18 budget year, the TRIM Final Budget Hearing was held on Tuesday, September 26, 2017, and the Board voted 4-0-1 to set its final millage at 2.366 mills with a separate 4-0-1 to adopt the Authority's 2017-18 final budget of \$20,023,304.00. Therefore, the 2017-18 tax year's millage of 2.366 mills was a 58% increase over the 1.4966 mills rolled-back rate.

Regarding the 2015-16 budget year, the TRIM Final Budget Hearing was held on Thursday, September 17, 2015, and the Board voted 5-0 to set its final millage at 1.6679 mills with a separate 5-0 to adopt the Authority's 2015-16 final budget of \$16,741,063.00. Therefore, the 2015-16 tax year's millage of 1.6679 mills was a 10% decrease over the 1.8532 mills rolled-back rate;

Regarding the 2014-15 budget year, the TRIM Final Budget Hearing was held on Thursday, September 25, 2014, and the Board voted 4-0-1 (vacant) to set its final millage at 1.9237 mills with a separate 4-0-1 (vacant) to adopt the Authority's 2014-15 final budget of \$15,989,676.00. Therefore, the 2014-15 tax year's millage of 1.9237 mills

was a 15% decrease over the 2.2632 rolled-back rate;

Regarding the 2013-14 budget year, the TRIM Final Budget Hearing was held on Thursday, September 19, 2013, and the Board voted 5-0 to set its final millage at 2.3759 mills with a separate 5-0 to adopt the Authority's 2013-14 final budget of \$17,453,695.00. Therefore, the 2013-14 tax year's millage of 2.3759 mills was a 1.5% decrease over the 2.4121 rolled-back rate;

Regarding the 2009-10 budget year, the TRIM Final Budget Hearing was held on Tuesday, September 22, 2009, and the Board voted unanimously to set its final millage at 1.745 mills with a separate unanimous vote to adopt the Authority's 2008-09 final budget of \$15,680,000.00. Therefore, the 2009-10 tax year's millage of 1.745 mills was a 2.04% decrease over the 1.7813 rolled-back rate;

Regarding the 2007-2008 budget year, the TRIM Final Budget Hearing was held on Wednesday, September 12, 2007, and the Board unanimously voted to set its final millage at 1.2619 mills with a separate unanimous vote to adopt the Authority's 2007-08 final budget of \$18,414,937.00. Therefore, the current tax year's millage of 1.2619 mills is the same as the final millage adopted for 2006-07, but it represented a 10.37 percent increase over the statutory rolled-back rate of 1.1433 mills.

On May 25, 2021, the Volusia County Property Appraiser sent the Authority official notification that based on its "pre-preliminary estimate", the total taxable value of property in the Authority's tax district is \$12,894,895,787, which represents a net change of approximately +10,34% from 2020 pre-preliminary estimated taxable value (11,686,105,072). Counsel defers to DRT to confirm or correct these calculations.

For Board planning purposes please begin to anticipate the following TRIM deadlines and special meeting dates during the next few months. *Several preliminary steps in the TRIM process have already occurred. The following additional steps are required to complete the 2019-2020 TRIM process:*

- A By August 24th, the Property Appraiser will send out the required TRIM Notice. The Authority also generally advertises the Tentative Budget Hearing as it would for a regular meeting even though such supplemental advertisement is not required;
- B Within 15 days after the Tentative Budget Hearing occurs and the Tentative Millage and Budget are adopted, the Authority will need to advertise its second and final public hearing on the millage and budget ("Final Budget Hearing"). The advertisement for the Final Budget Hearing must be published at least 2, but no more than 5 days before the hearing takes place.
- C Hearing dates selected by the Volusia County Council and Volusia County School Board take priority. DRT has confirmed the dates that the School Board and the County Council have scheduled their respective TRIM hearings which will allow WVHA to schedule on Thursdays, September 9<sup>th</sup> and 23<sup>rd</sup> within the relevant time periods.
- D To reconcile these statutory scheduling requirements with the Authority's current meeting schedule and depending on any changes to the County Council or School

Board schedule, the Tentative Budget Hearing has been scheduled for 5:05p.m. on Thursday, September 9, 2021; Monday, September 20 as the tentatively scheduled date for publication of the Final Budget Hearing which is proposed to occur in a special meeting on Thursday, September 23, 2020 at 5:05p.m, followed immediately by a regular meeting scheduled for that same date.

- E Within 3 days of the Final Budget Hearing, the Authority (via DRT) must forward the resolution adopting the final millage rate to the Property Appraiser.
- F Within 30 days of the Final Budget Hearing, the Authority (via DRT) must submit its TRIM Compliance package (DR-422).