

West Volusia Hospital Authority
BOARD OF COMMISSIONERS BUDGET WORKSHOP
July 20, 2023
Sanborn Center
815 S. Alabama Avenue, DeLand, FL
4:00 P.M.
AGENDA

1. Call to Order
2. Approval of Proposed Agenda
3. Citizens Comments – Comments are limited to 3 minutes per speaker.
4. Discussion Items
 - A. Millage Rate
 - B. WVHA 2023-2024 Budget Forecast
 - C. Funding Applications and Amounts Requested
 - D. County's Proposed Medicaid Reimbursement Expense
5. Adjournment

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

LEGAL UPDATE MEMORANDUM

TO: WVHA Board of Commissioners

DATE: July 11, 2023

FROM: Theodore W. Small, Jr.

RE: West Volusia Hospital Authority – Update for July 20, 2023 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 May 18, 2023 Regular Meeting Minutes.

I. Proposal from Stacy Tebo to Modify Her Employment Agreement Dated June 16, 2022.

With an internal email circulated to Board members on or about May 30, 2023, Ms. Tebo has requested the Board to discuss a modification of her Employment Agreement dated June 16, 2022. She is requesting an insertion to provide vacation or sick time benefits or both as a combined paid-time-off benefit. She provided her own research about what other local governments and MiCare provide to their new employees in the chart pasted below:

DeLand – 17

Orange City – 20

DeBary – 20

Deltona – 22

Volusia County – 28

miCare – 20

This is a matter left to the Board's policy discretion as to whether and how much of such benefits to provide its only employee. Florida law does not require that any such benefits be provided to a local government employee, particularly where, as here, the employee is the only employee and has no backup coverage. If after due consideration and discussion, a majority of the Board decides to approve this proposed new benefit, counsel would recommend that the Board consider a motion in following form, substituting whatever number of days is agreed:

Motion to Amend Employment Agreement Dated June 16, 2022 with the addition of a new Miscellaneous paragraph IX(m), stating:

After completing one-year of continuous employment and on her anniversary date each year thereafter, Employee shall accrue twenty (20) paid working day absences ("Absent Days"). All vacation time, sick time and personal absences are included in these paid Absent Days. At the end of a monthly pay period, if Employees total hours are less than the Employee's regularly scheduled hours, the Board Accountant will automatically apply accrued Absent Time. Once accrued, Absent Time must be utilized within the 12-month period immediately following accrual or forfeited; Employee will forfeit any Absent Time that is not taken within 12 months of its accrual. Whenever practicable, Employee shall notify the Board of her expected Absent Days at least one-month in advance; such advance notice shall not be required when Absent Days are necessary but

cannot be anticipated with reasonable care.

II. Legal Context for Budget Workshop/TRIM Procedure [Tax/Budgeting]

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 Legal Update 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 2022-23 budget year, the TRIM Final Budget Hearing was held on Thursday, September 22, 2022, and the Board voted unanimously to set its final millage at the rate of 1.0816 mills with a separate unanimous vote to adopt the Authority's 2022-23 tentative budget of \$15,945,000.00. Therefore, the 2022-23 tax year's millage of 1.0816 mills represents a **14.3% decrease** below the 1.2645 mills rolled-back rate.

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, 2023, 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 \$16,680,791,313, which represents a net change of approximately +14.81% from 2022 pre-preliminary estimated taxable value (14,528,674,584). Counsel defers to JMCo 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:

- A The process will begin with the Property Appraiser certifying the tax roll by July 1, 2023;
- B By a date to be set by the Board, the accountants must circulate a proposed budget to the Board;
- C At its July 20, 2023 Regular Meeting, the Authority will need to determine its proposed millage rate, including considerations of any increase above the rolled-back rate, and the date, time and place of the first of two required public hearings (“Tentative Budget Hearing”). The Tentative Budget Hearing must take place no earlier than September 3 and no later than September 18.
- D By August 4th, the Authority will need to notify the Property Appraiser of prior year millage rate, proposed current millage rate, RBR and date, time and place for the Tentative Budget Hearing;
- E 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;
- F 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.
- G Hearing dates selected by the Volusia County Council and Volusia County School Board take priority. The Administrator has confirmed the dates that the School Board and the County Council have scheduled their respective TRIM hearings which will allow WVHA to schedule hearings at different times within the relevant time periods.
- H *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 Wednesday, September 6, 2023; Sunday, September 17th as the tentatively scheduled date for publication of the Final Budget Hearing which is proposed to occur in a meeting on Thursday, September 21, 2023 at 5:05p.m, followed immediately by a regular meeting scheduled for that same date. Please refer to website for details and any necessary last-minute changes.*
- I Within 3 days of the Final Budget Hearing, the Authority (via Administrator) must forward the resolution adopting the final millage rate to the Property Appraiser.
- J Within 30 days of the Final Budget Hearing, the Authority (via Administrator) must submit its TRIM Compliance package (DR-487).

Regarding voting and advertising requirements, the following is a recap of how to distinguish between the “true rolled-back rate” and the “maximum millage rolled-back rate”. WVHA will be able to approve the required millage resolutions with a majority vote unless its proposed increase in the millage rate exceeds the “maximum millage rolled-back rate” of 1.8378, which

calculated by JMCo according to DOR Form 420MM-P. TRIM regulations define two separate and distinct rolled-back rates, one to trigger special voting requirements (DR 410MM-P which the TRIM office thinks of as the “maximum millage rolled-back rate”) and another to trigger size of advertising and other requirements for advertising and other TRIM requirements (DR 420 which the TRIM office thinks of as the “true rolled-back rate”). Any millage rate above the true rolled-back rate of 0.9806 will require a quarter page ad notifying the public of a “TAX INCREASE”.

III. General Compliance with the Sunshine Law [*See new info. in italics and bold*]

The Government in the Sunshine Law, section 286.011, Florida Statutes, provides in pertinent part:

"All meetings of any board or commission . . . of any agency or authority of any county, municipal corporation, or political subdivision . . . at which official acts are to be taken are declared to be public meetings open to the public at all times, and no resolution, rule, or formal action shall be considered binding except as taken or made at such meeting."

It is impossible to summarize all relevant points of the Sunshine Law, but please note that courts uniformly interpret this provision as prohibiting two or more members of the same board or commission from talking about or discussing any matter on which foreseeable action will be taken by the public board or commission. (If your conversation with another board member concerns personal or business matters unrelated to the Authority, the Sunshine Law does not apply)

Please note that the Sunshine Law DOES apply to “off-the record” chats during meetings or during breaks, written correspondence, telephone conversations and e-mails exchanges between two or more board members if such communication concerns matters likely to come before the Board; provided however, it is permissible for one board member to send correspondence to the rest of the board outside of a public meeting as long as this correspondence does not result in replies or other back and forth exchanges until a public meeting is convened for such discussion and also the correspondence is made available to interested members of the public.

The Sunshine Law also prohibits nonmembers (staff, lawyers, accountants, and members of the public) from serving as liaisons between Board members concerning matters likely to come before the Board.

With the increased use of social media accounts, including Facebook and other community and political blogs, Board members should be mindful of the following Florida Attorney General guidance before posting on Facebook, or other blogs an opinion or viewpoint on matters likely to come before the Board. In AG Opinion 08-07, the Florida Attorney General concluded that the use of a website blog or message board to solicit comment from other members of the board or commission by their response on matters that would come before the board would trigger the requirements of the Sunshine Law. As stated therein:

"While there is no statutory prohibition against a city council member posting comments on a privately maintained electronic bulletin board or blog, members of the board or commission must not engage in an exchange or discussion of matters that foreseeably will come before the board or commission for

official action. The use of such an electronic means of posting one's comments and the inherent availability of other participants or contributors to act as liaisons would create an environment that could easily become a forum for members of a board or commission to discuss official issues which should most appropriately be conducted at a public meeting in compliance with the Government in the Sunshine Law. It would be incumbent upon the commission members to avoid any action that could be construed as an attempt to evade the requirements of the law."

West Volusia Hospital Authority
2024 Budget Working

2024 Budget Working				Option A	Option B		
				(rollback)	(increased mill)	(no use of reserves)	
		ACTUAL	FINAL BUDGET	ADOPTED	PROPOSED	PROPOSED	
Account	Description	9/30/2022	9/30/2022	BUDGET	BUDGET	BUDGET	Proposed Budget Notes
		Millage:	1.4073	1.0816	0.9806	1.1400	
		16.3% Millage % relative to TRIM					
REVENUES AND OTHER SOURCES							
Revenues							
001.000.3110	Ad Valorem Taxes (96%)	\$ (17,520,345)	\$ (17,400,000)	\$ (15,900,000)	\$ (15,700,000)	\$ (18,300,000)	Rollback rate 0.9806
001.000.3611	Investment Income	(32,098)	(45,000)	(45,000)	(400,000)	(400,000)	interest rates have increased
001.000.3690	Other Income	(85,576)	-	-	-	-	
Total Revenues		(17,638,019)	(17,445,000)	(15,945,000)	(16,100,000)	(18,700,000)	
Other Sources							
001.000.2840	Addition to (Use of) Reserves	3,660,285	(1,177,700)	-	(2,600,000)	-	
Total Revenues and Other Sources		\$ (13,977,734)	\$ (18,622,700)	\$ (15,945,000)	\$ (18,700,000)	\$ (18,700,000)	
EXPENDITURES AND OTHER USES							
Healthcare Expenditures							
001.562.3401	Specialty Care Services	\$ 3,318,301	\$ 3,440,000	\$ 3,000,000	\$ 3,000,000	\$ 3,000,000	Est. per EBMS 6/30
001.562.3403	Emergency Room Care	1,053,247	1,000,000	1,000,000	1,000,000	1,000,000	Est. per EBMS 6/30
001.562.3404	Florida Dept of Health Dental Svcs	130,225	150,000	150,000	150,000	150,000	Per 6/15 funding request
001.562.3406	Hispanic Health Initiatives	68,200	75,000	75,000	75,000	75,000	Per 6/15 funding request
001.562.3407	Community Legal Services	83,588	100,756	105,794	105,833	105,833	Per 6/15 funding request
001.562.3408	Rising Against All Odds	176,125	176,125	145,140	167,683	167,683	Per 6/15 funding request
001.562.3410	Halifax Hospital	1,552,833	3,000,000	3,000,000	3,000,000	3,000,000	Est. per EBMS 6/30
001.562.3411	AdventHealth	1,271,001					Est. per EBMS 6/30
001.562.3430	Primary Care	2,300,081	2,500,000	2,500,000	2,500,000	2,500,000	Est. per EBMS 6/30
001.562.3432	Pharmacy	544,919	900,000	900,000	900,000	900,000	Est. per EBMS 6/30
001.562.3440	HSCFV - Outreach	72,735	81,560	81,560	81,560	81,560	Per 6/15 funding request
001.562.3441	HSCFV - Fam Services	63,073	76,331	76,331	76,331	76,331	Per 6/15 funding request
001.562.3442	HSCFV Community Health Nurse	-	50,000	-	-	-	Not continuing
001.562.3450	The House Next Door	21,470	100,000	60,000	45,000	45,000	Per 6/15 funding request
001.562.3460	SMA - Homeless Program	78,336	78,336	78,336	90,000	90,000	Per 6/15 funding request
001.562.3461	SMA - Residential Treatment	550,000	550,000	550,000	550,000	550,000	Per 6/15 funding request
001.562.3462	SMA - Baker Act - Match	300,000	300,000	300,000	300,000	300,000	Per 6/15 funding request
001.562.3470	County Medicaid Reimbursement	-	2,359,000	-	2,703,262	2,703,262	Per County 4-Year Phased Share
001.562.3480	H C R A - In County	101,715	400,000	400,000	400,000	400,000	Budget req'd based on population
001.562.3481	H C R A - Outside County	99,935	400,000	400,000	400,000	400,000	Budget req'd based on population
001.562.3490	The Neighborhood Center	100,000	100,000	100,000	125,000	125,000	Per 6/15 funding request
001.562.3491	TNC Healthcare Navigation Program	6,838	50,000	-	-	-	Not continuing
001.562.3492	New Hope Human Svcs Homeless Cert.	-	50,000	-	-	-	Not continuing
001.562.3493	Foundations to Freedom	-	-	-	250,000	250,000	Per 6/15 funding request
001.562.3499	Other Healthcare Expenditures	-	140,800	370,000	238,326	238,326	
Total Healthcare Expenditures		11,892,622	16,077,908	13,292,161	16,157,995	16,157,995	
Personnel Services							
001.562.2001	Regular salaries and wages	16,565	-	65,588	67,556	67,556	Per employment agreement
001.562.2101	FICA	1,523	-	5,017	5,168	5,168	
001.562.2201	Retirement	3,265	-	8,467	9,843	9,843	FY24 regular class FRS is 13.57, +1%
001.562.2301	Life and Health Insurance	2,404	-	12,000	12,000	12,000	\$1K/month per contract
001.562.2401	Workers Compensation Claims	19,821	25,000	25,000	25,000	25,000	Old claim payments
Total Personnel Services		43,578	25,000	116,072	119,567	119,567	
Other Expenditures							
001.562.3101	Legal Counsel	105,879	110,000	85,000	70,000	70,000	Est. per Attorney Small 6/22
001.562.3102	General Administrative	45,652	65,100	-	-	-	
001.562.3103	Outside Legal Counsel	75,000	141,000	72,000	10,000	10,000	Per 4/13/2023 agreement
001.562.3104	Outside Legislative Advisory	66,000	-	72,000	72,000	72,000	Per 1/11/2023 renewal agreement
001.562.3201	Audit	17,000	17,000	20,000	20,500	20,500	Per 9/13/2022 agreement
001.562.3202	General Accounting - Recurring	82,339	68,100	108,000	114,000	114,000	Per JMCo agreement
001.562.3203	General Accounting - Nonrecurring	-	-	-	25,000	25,000	Any potential one-time consulting
001.562.3409	Healthy Communities Kid Care Outreach	70,356	72,202	72,202	72,203	72,203	Per 6/15 funding request
001.562.3412	Application Screening - THND	409,370	417,590	447,364	521,989	521,989	Per 6/15 funding request
001.562.3413	Application Screening - RAAO	51,840	52,800	81,452	86,746	86,746	Per 6/15 funding request
001.562.3421	TPA Services	378,874	620,000	682,000	500,000	500,000	Reduced based on prior year actual
001.562.4602	Building Occupancy Costs	26,727	100,000	100,000	100,000	100,000	Est. per EBMS 6/30
001.562.4801	Advertising	14,165	7,000	10,000	15,000	15,000	
001.562.4901	Other Operating Expenditures	15,218	129,000	30,000	15,000	15,000	2023 included \$15K scanning
001.562.6001	Capital Expenditures	-	-	-	-	-	
001.562.9101	Tax Collector & Appraiser Fee	595,952	630,000	650,000	675,000	675,000	
001.562.9102	City of DeLand Tax Increment District	87,162	90,000	100,000	125,000	125,000	2023 was \$112K
Total Other Expenditures		2,041,534	2,519,792	2,536,767	2,422,438	2,422,438	
Total Expenditures		\$ 13,977,734	\$ 18,622,700	\$ 15,945,000	\$ 18,700,000	\$ 18,700,000	

Working Ad Valorem Taxes Calc

	Value	Millage	Tax	96%	
				Net Tax	
Prior Year	14,686,608,376	1.0816	15,885,036	15,249,634	
PY Paid to CRAs	111,643		15,773,393	15,142,457	
Current Year - Total	16,707,095,603	13.8%			
New Construction	495,111,508	3.4%			
Dedicated increment value	125,994,596				
PY Value - UNADJUSTED for TIFs Rollback	16,211,984,095				
PY Value - ADJUSTED for TIFs Rollback	16,085,989,499	0.9806	15,773,393		
PY Value Increase	1,525,375,719				
PY Value % Increase	10.4%				
Total Taxes at Rollback	16,707,095,603	0.9806	16,382,978	3.9%	15,727,659
Total Taxes - PY Millage (flat rate)	16,707,095,603	1.0816	18,070,395	14.6%	17,347,579
Total Taxes - Working	16,707,095,603	1.1400	19,046,089	20.7%	18,300,000

CAC Final Ranking 5/23/2023 for Applicants 2023-2024

A = Fund at 100% B = Not fund C = Fund, but not at requested amount. Instead, fund at \$ _____

Applicant	Amount	Hibel	King	Lewis	Brown	Rogers	Owens	Mercier	Kiser	Valdivia
FDOH Dental Services	\$150,000.00	A	A	A	A	A	A	A	A	A
The Neighborhood Center (TNC) Outreach	\$125,000.00	A	C-\$100,000	A	A	A	A	A	C-\$100,000	A
THND Therapeutic Services	\$45,000.00	A	A	A	A	A	A	A	A	A
SMA Emergency Behavioral	\$300,000.00	A	A	A	A	A	A	A	A	A
SMA Psychiatric / Homeless	\$90,000.00	A	A	A	A	A	A	A	A	A
SMA Residential	\$550,000.00	A	A	A	A	A	A	A	A	A
Community Legal Services	\$105,833.00	A	C-\$100,000	A	A	A	A	A	C-\$105,794	A
HSCFV Outreach	\$81,560.00	A	A	A	A	A	A	A	A	A
HSCFV Family Service Coordinator	\$76,331.00	A	A	A	A	A	A	A	A	A
Hispanic Health Initiative	\$75,000.00	A	A	A	A	C- \$65,000	A	A	A	A
RAAO HIV/Outreach	\$167,682.52	A	A	A	A	C -\$100,000	A	A	A	A
Creative Living, Inc.	\$100,000.00	C-\$50,000	B	C-\$65,000	A	B	B	B	B	C-\$60,000
Foundations to Freedom	\$250,000.00	A	C-\$150,000	A	A	C -\$100,000	A	C-\$125,000	B	A

Ella Ran - absent

West Volusia Hospital Authority
BOARD OF COMMISSIONERS REGULAR MEETING
Commencing upon the Conclusion of the
Budget Workshop
July 20, 2023 Sanborn Center
815 S. Alabama Avenue, DeLand, FL
AGENDA

1. Call to Order
2. Pledge of Allegiance Followed by a Moment of Silence
3. Approval of Proposed Agenda
4. Consent Agenda – Approval of Minutes – Joint Meeting with the CAC on June 15, 2023
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Contractual Annual Utilization Reports to the WVHA Board of Commissioners
 - A. Gail Hallmon, COO & Terrell Irvin, Director of Client Services of The House Next Door (THND) – Therapeutic Services
 - B. John Guthrie, ED, Healthy Communities
7. Reporting Agenda
 - A. EBMS June Report – Written Submission
 - B. WVHA miCare Clinic DeLand/Deltona June Report – Written Submission
 1. 2023 Quarter 2 Report – Written Submission
 - C. The House Next Door June Application Processing Report
8. Discussion Items
 - A. Resolution #2023-002 – Adopting a Preliminary Millage Rate for FY 2023/2024
 - B. LIP Funding for SMA Healthcare – CFO Andrea Schweizer (Email from Jennifer Stephenson dated 6/9/23 attached)
 - C. EBMS/Veracity Official Notice of Renewal Fees Effective October 1, 2023 (email dated 7/10/23 attached)
 - D. James Moore & Co Engagement Letter for Standard Annual Site Visits
 - E. Amendment to WVHA Administrator Agreement to Provide for Paid Time Off
 - F. WVHA Website Update
 - G. WVHA Response to Status of AG Summary of Findings
 - H. Engagement Letter for State Auditor General’s Follow-Up Operational Audit
 - I. Additional Policies Regarding Funded Agency Monitoring and Budget Preparation
 - J. Letter of Appreciation to CAC Member Ella Ran
 - K. Request from RAAO for HIV Program Funding Increase in FY 2022-2023
9. Administrator Report
10. Finance Report
 - A. June Financials
 - B. Approval of Disbursements – Check Register & Estimated Expenditures
11. Legal Update
12. Adjournment

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

**WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS JOINT MEETING with the
CITIZENS ADVISORY COMMITTEE (CAC)**

Sanborn Center Ballroom B
815 S. Alabama Avenue, DeLand, FL
5:00 p.m.
June 15, 2023

Those in Attendance:

Commissioner Voloria Manning
Commissioner Donna Pepin
Commissioner Jennifer Coen
Commissioner Roger Accardi (arrived at 5:17 PM)
Commissioner Judy Craig (arrived at 5:28 PM)

CAC Members Present:

Jacquie Lewis
Chair Taylor Hibel
Maria Valdivia
Patrick Rogers
Vice Chair Althea King

CAC Members Absent:

Lyda Kiser (excused)
Joanna Mercier (excused)
Lorna Owens (excused)
Ella Ran (unexcused)
Christian Brown (unexcused)

Others Present:

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

Call to Order

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

Approval of Agenda

Motion 047 – 2023 Commissioner Manning moved to approve the agenda as presented. Commissioner Pepin seconded the motion. The motion passed 3-0-2.

Consent Agenda

Approval of Minutes – Regular Meeting on May 18, 2023

Motion 048 – 2023 Commissioner Manning moved to approve the Consent Agenda. Commissioner Pepin seconded the motion. The motion passed 3-0-2.

Citizen Comments

There were none.

Wendy Anderson and Analee Monrreal – Research Project Regarding Pierson Farmworkers’ Health Risks and Obstacles to Health Care

Ms. Anderson introduced Ms. Monrreal, and she presented her project to the Board.

Commissioner Pepin informed Ms. Monrreal that the farmworkers would be able to apply for the WVHA health card.

Citizens Advisory Committee – Chair Taylor Hibel

CAC Chair Hibel provided an update of the recent CAC meeting.

Minutes Ranking Workshop on May 9, 2023

Minutes Final Ranking Meeting on May 23, 2023

CAC Member Rogers noted his rankings were reversed for Hispanic Health and Community Legal Services on the May 23rd minutes and the spreadsheet. There was not a CAC quorum present to vote on the minutes.

CAC Ranking Results and Comments with Spreadsheet Attached

Chair Coen noted that there were many questions at the final ranking meeting regarding Creative Living that were left unanswered.

Commissioner Manning stated there was a need in the community for this type of service, and they should work with the agency to move the application forward.

Commissioner Pepin voiced concern that the application was not complete, and the applicant did not take the opportunity to correct it. She added that she thought the application should be removed from further consideration. Commissioner Accardi and Commissioner Craig agreed. Chair Coen said that although it is a valuable service, there was not a WVHA reimbursement rate listed in the application.

CAC Member Lewis noted that they tried to get the proper information during the CAC’s meetings following application submission.

Motion 049 – 2023 Commissioner Pepin moved to remove Creative Living’s application from further consideration. Commissioner Craig seconded the motion. The motion passed 4-1.

Roll call:

Commissioner Craig	Yes
Commissioner Manning	No
Chair Coen	Yes
Commissioner Accardi	Yes
Commissioner Pepin	Yes

Attorney Small asked the Board to consider making further requests for follow-up information to Foundations to Freedom. He said the application appeared to be comparable to SMA’s Residential Program, but he did not see the same level of medical supervision.

Commissioner Pepin asked Foundations to Freedom representative Barb Girtman to speak to Attorney Small’s question.

Ms. Girtman said their program was a step down from SMA's program, and it is a transition step for the patients as they recover. She noted that the services are reimbursed by Medicaid.

Attorney Small clarified that the application referenced a Level 2 Residential Treatment Program; that Foundations to Freedom represented to the Board that what they are doing is like SMA; and that he does not see the corresponding medical staffing.

CAC Vice Chair King said she had a question on the level of care and the requirement for a licensed practitioner or nurse. Ms. Girtman said that she would defer to the executive director and chief operating officer of Foundations to Freedom, and she would forward the questions to them.

There was discussion regarding the administration of medications.

Chair Coen reminded everyone that the Board would not make a final funding decision until the budget hearing in September.

Attorney Small reiterated that he was asking questions that were posed to him prior to the meeting. He advised that they come back to clarify the questions at a later Board meeting to ensure the program complies with State requirements.

There was Board consensus to discuss the application again at a later meeting.

Request to Hold Additional CAC Meeting(s) to Discuss Process for Next Year and Approval to Secure Rental Space

CAC Chair Hibel said the committee had voted to recommend they meet again to discuss improvements to the application process for 2024.

Ms. Tebo said that she included the request for rental space so that they did not have to delay the process by coming back to the Board to approve the rental expense.

Citizen Comments

Tanner Andrews noted that many years ago when the WVHA donated the property at the corner of Alabama and New York, the WVHA was promised office and meeting space in perpetuity.

Motion 050 – 2023 Commissioner Craig moved to approve the CAC's request. Commissioner Accardi seconded the motion. The motion passed 5-0.

Discussion regarding CAC Input on Organizations not Included in Ranking

CAC Member Lewis said she had performed site visits at the miCare Clinic and listed her suggestions for improvement.

Chair Coen said the CAC did not vote on reviewing miCare operations at its last meeting, and she suggested they do that at their additional meeting.

The CAC meeting adjourned at 6:24 p.m.

Reporting Agenda

EBMS May Report – Written Submission

**WVHA miCare Clinic DeLand/Deltona May Report – Darik Croft, COO
of miCare miRx and Steve Kelly, Co-founder of miCare**

Commissioner Craig asked Mr. Croft to address the concerns raised by CAC Member Lewis.

Mr. Croft said that operationally, they provide capacity to serve the WVHA card members for same-day or next-day appointments, and he wants to be careful that they don't create access issues. He noted that 70% of the staff is bilingual. He said that most of the advertised miCare positions are not full-time jobs, and they are considered per diem. He explained that they have a roster of per diem people that step in when full-time employees are out. He said they could move more of the brochures to the lobby area. He added that clinicians use brochures to help steer and guide patients individually based on their profile.

The House Next Door May Application Processing Report

All reports were received into the written record.

Discussion Items

**WVHA miCare Clinic Phone System (Commissioner Manning – Tabled
on 5/18/23)**

Commissioner Manning voiced her concerns regarding the prompts in the phone system and difficulty reaching a live person. She added that having a local phone number would be preferable.

Mr. Croft explained that they used the toll-free 866 area code for integration of patients and providers. He added there might be confusion if they changed the miCare phone number.

There was discussion regarding the free government phones provided through the Lifeline Program and that patients allotted monthly minutes would be used while being on hold. There was a question regarding Lifeline Program participants being able to dial the miCare Clinic.

Mr. Croft said it would be helpful if they could talk directly to the patients that are having phone problems.

Attorney Small advised Mr. Croft that they test the system in multiple ways to see if they can identify barriers to accessibility and investigate if patients with Lifeline phones are having trouble.

**Amendment No. 2 to the Administrative Services Agreement Between EBMS
and WVHA**

Attorney Small explained the changes and recommended a motion to adopt the amendment.

Motion 051 – 2023 Commissioner Craig moved to adopt Amendment No. 2 to the Administrative Services Agreement between EBMS and WVHA. Commissioner Manning seconded the motion. The motion passed 5-0.

Roll call:

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

Approval to Schedule Board Workshop for Tour of Halifax Health in Deltona

There was consensus that the Board was interested in the tour. Commissioner Manning asked to schedule the tour in August after her summer camp has ended.

Motion 052 – 2023 Commissioner Accardi moved to approve the scheduling of a board workshop for a tour of Halifax Health in Deltona. Commissioner Pepin seconded the motion. The motion passed 5-0.

Roll call:

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

Ways to Increase Visibility of WVHA Administrator to Health Card Members

Chair Coen said that the agenda item came about following a suggestion at the prior meeting that Ms. Tebo might be physically located near the front of the clinic to be accessible to card holders.

Commissioner Manning proposed a notice or sign in the waiting room so that card members would be aware that someone from the WVHA is onsite to discuss any issues they might have.

Motion 053 – 2023 Commissioner Manning moved to approve the placement of a notice in the waiting room that identifies Ms. Tebo as the WVHA Administrator and lists the days and times she is onsite and available to card holders. Commissioner Pepin seconded the motion. The motion passed 5-0.

Board Review of Administrative Applications

Halifax Healthy Communities

THND HealthCard Program

RAAO Prescreening

There were no questions regarding the applications.

Citizen Comments

Brenda Flowers from RAAO explained the financial difficulties her agency has faced. She requested the Board consider an increase in funding for the HIV program.

Attorney Small advised that the discussion was out of order and said a request for additional funding should be submitted in writing and placed on a future agenda.

Follow Up

Eligibility Guidelines

Ms. Tebo stated that the eligibility guidelines were ready for adoption except for two corrections on pages 3 and 33.

Motion 054 – 2023 Commissioner Manning moved to approve the eligibility guidelines with the corrections noted by Ms. Tebo. Commissioner Craig seconded the motion. The motion passed 5-0.

Administrator Report

Ms. Tebo informed the Board that she received notice from the State that the follow-up audit would begin in July. She pointed out they had a copy of an email from Webb Shephard at James Moore & Co noting that their work pertaining to the audit would be outside the scope of normal services contained within their financial services agreement and would be billed at an hourly rate.

She notified the Board that she created a Facebook ad geared toward residents losing Medicaid coverage. She said the ad reads, “Have you been denied Medicaid and live in W. Volusia? Apply for the WVHA health card!” She added that it would be running for three weeks.

Finance Report

May Financials

Approval of Disbursements – Check Register & Estimated Expenditures

Ms. Tebo outlined the financials and estimated expenditures for the Board. She pointed out that the SMA Homeless Program and the RAAO HIV Program were nearing their respective budget caps.

Motion 055 – 2023 Commissioner Manning moved to approve, authorize, and warrant the payment of the bills outlined in the check register presented by James Moore & Co and estimated expenditures for the next month totaling \$1,201,516. Commissioner Craig seconded the motion. The motion passed 5-0.

Legal Update

Attorney Small had nothing further to report.

There being no further business to come before the Board, the meeting was adjourned at 7:33 p.m.

Adjournment

Jennifer Coen, Chair



EBMS

July 20, 2023

Submission Report for
WVHA Board Members

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Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

6/1/2023 to 6/30/2023

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	8748		Charges	\$6,614,917	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$5,717,969	Addl Info Not Provided	-\$236,185	-3.57%
Medical	\$875,680	\$666	Allowed	\$896,948	Duplicate Charges	-\$624,464	-9.44%
Professional	\$369,082	\$281	less Member	\$18,836	Plan Limitations	\$716,293	10.83%
Facility	\$506,598	\$385	less Adjustments	\$2,432	Cost Savings	\$5,815,734	87.92%
PBM	\$0	\$0	Paid Benefit	\$875,680	UCR Reductions	\$756	0.01%
Total Plan Paid:	\$875,680	\$666	plus Admin Costs	\$279,629	Other	\$45,836	0.69%
			Total Plan Paid:	\$1,155,309	Total:	\$5,717,969	86.44%

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
6/30/2023	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	24	20	44	0	0	0	0	44	0	0
20 to 25	22	30	52	0	0	0	0	52	0	0
26 to 29	29	21	50	0	0	0	0	50	0	0
30 to 39	109	99	208	0	0	0	0	208	0	0
40 to 49	133	177	310	0	0	0	0	310	0	0
50 to 59	175	216	391	0	0	0	0	391	0	0
60 to 64	85	104	189	0	0	0	0	189	0	0
65 and Older	23	48	71	0	0	0	0	71	0	0
Totals	600	715	1315	0	0	0	0	1315	0	0
Average Age	46.27	48.64	47.56	0.00	0.00	0.00	0.00	47.56	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 6/30/2023	Employee	Spouse	Dependent
Deland Dialysis	216	\$132,742	0 to 19	\$2,246	\$0	\$0
Halifax Hospital Medical	20	\$100,110	20 to 25	\$6,550	\$0	\$0
Adventhealth Deland	101	\$98,551	26 to 29	\$17,526	\$0	\$0
Medical Center Of Deltona	15	\$76,806	30 to 39	\$103,594	\$0	\$0
Adventhealth Fish	86	\$70,719	40 to 49	\$222,637	\$0	\$0
Florida Cancer Specialists	147	\$41,703	50 to 59	\$365,801	\$0	\$0
Quest Diagnostics Tampa	429	\$26,646	60 to 64	\$126,097	\$0	\$0
6 Radiology Associates	162	\$20,574	65 and Older	\$31,229	\$0	\$0
Halifax Health	12	\$17,877	Totals	\$875,680	\$0	\$0
Orange City Surgery	35	\$16,422				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 22	\$888,512	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 22	\$889,529	Medical	\$20,927	56	\$1,171,912
December 22	\$594,774	Vision	\$0	19	\$0
January 23	\$600,914	RX	\$0	0	\$0
February 23	\$634,112	Total:			\$1,171,912
March 23	\$1,002,816				
April 23	\$537,130				
May 23	\$626,688				
June 23	\$875,680				
Total:	\$6,650,155				



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

6/1/2023 to 6/30/2023

Benefit Plan: All

Location:

All

TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ANESTHESIA	71	\$107,522	\$88,842	\$18,680	\$0	\$0	\$18,680	2.13%
CHIROPRACTIC	12	\$528	\$266	\$262	\$50	\$0	\$212	0.02%
COVID-19	6	\$2,641	\$2,439	\$203	\$0	\$0	\$203	0.02%
DIALYSIS	247	\$1,832,531	\$1,691,627	\$140,904	\$0	\$0	\$140,904	16.09%
DME/APPLIANCE	5	\$1,456	\$1,456	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	480	\$984,349	\$890,250	\$94,099	\$4,950	\$0	\$89,149	10.18%
HOSPICE CARE	1	-\$24,730	-\$24,730	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	610	\$402,561	\$402,443	\$119	\$0	\$0	\$119	0.01%
INPATIENT PHYS	400	\$88,894	\$58,021	\$30,873	\$0	\$0	\$30,873	3.53%
IP HOSP CHARGES	55	\$1,511,296	\$1,342,193	\$169,103	\$1,100	\$0	\$168,003	19.19%
MATERNITY	1	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	11	\$933	\$766	\$167	\$0	\$0	\$167	0.02%
OFFICE VISIT	976	\$143,567	\$87,178	\$56,389	\$4,720	\$0	\$51,669	5.90%
OP PHYSICIAN	404	\$10,869	-\$14,390	\$25,258	\$412	\$0	\$24,846	2.84%
OTHER	273	\$357	\$357	\$0	\$0	\$2,432	-\$2,432	-0.28%
OUTPAT HOSP	21	-\$214,982	-\$216,692	\$1,709	\$100	\$0	\$1,609	0.18%
PSYCHIATRIC	154	\$82,386	\$51,502	\$30,884	\$755	\$0	\$30,129	3.44%
RADIATION /CHEMO	76	\$133,557	\$105,740	\$27,817	\$0	\$0	\$27,817	3.18%
SLEEP DISORDER	1	\$50	\$50	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	3	\$104,016	\$91,925	\$12,091	\$0	\$0	\$12,091	1.38%
SURG FACILITY	99	\$489,180	\$381,991	\$107,189	\$1,475	\$0	\$105,714	12.07%
SURGERY	242	\$58,708	\$50,139	\$8,568	\$0	\$0	\$8,568	0.98%
SURGERY IP	35	\$101,600	\$81,787	\$19,813	\$0	\$0	\$19,813	2.26%
SURGERY OP	50	\$139,817	\$113,673	\$26,144	\$0	\$0	\$26,144	2.99%
THERAPY	466	\$48,760	\$35,171	\$13,589	\$1,200	\$0	\$12,389	1.41%
URGENT CARE	8	\$2,138	\$1,674	\$464	\$125	\$0	\$339	0.04%
VISION	2	\$200	\$200	\$0	\$0	\$0	\$0	0.00%
WELLNESS	954	\$62,330	\$46,973	\$15,357	\$0	\$0	\$15,357	1.75%
XRAY/ LAB	3545	\$544,383	\$447,118	\$97,265	\$3,949	\$0	\$93,316	10.66%
Totals:	9208	\$6,614,917	\$5,717,969	\$896,948	\$18,836	\$2,432	\$875,680	



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

10/1/2022 to 6/30/2023

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	75782		Charges	\$52,554,051	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$45,716,811	Addl Info Not Provided	\$110,032	0.21%
Medical	\$6,650,155	\$562	Allowed	\$6,837,241	Duplicate Charges	\$753,064	1.43%
Professional	\$2,549,057	\$215	less Member	\$137,088	Plan Limitations	\$7,027,526	13.37%
Facility	\$4,101,098	\$347	less Adjustments	\$49,998	Cost Savings	\$37,707,030	71.75%
Other	\$0	\$0	Paid Benefit	\$6,650,155	UCR Reductions	\$2,425	0.00%
PBM	\$0	\$0	plus Admin Costs	\$2,500,775	Other	\$116,734	0.22%
Vision	\$0	\$0	Total Plan Paid:	\$9,150,931	Total:	\$45,716,811	86.99%
Total Plan Paid:	\$6,650,155	\$562					

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
6/30/2023	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	24	20	44	0	0	0	0	44	0	0
20 to 25	22	30	52	0	0	0	0	52	0	0
26 to 29	29	21	50	0	0	0	0	50	0	0
30 to 39	109	99	208	0	0	0	0	208	0	0
40 to 49	133	177	310	0	0	0	0	310	0	0
50 to 59	175	216	391	0	0	0	0	391	0	0
60 to 64	85	104	189	0	0	0	0	189	0	0
65 and Older	23	48	71	0	0	0	0	71	0	0
Totals	600	715	1315	0	0	0	0	1315	0	0
Average Age	46.27	48.64	47.56	0.00	0.00	0.00	0.00	47.56	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 6/30/2023	Employee	Spouse	Dependent
Adventhealth Deland	866	\$1,145,565	0 to 19	\$31,855	\$0	\$0
Halifax Hospital Medical	144	\$949,594	20 to 25	\$132,026	\$0	\$0
Adventhealth Fish	657	\$835,496	26 to 29	\$68,569	\$0	\$0
Medical Center Of Deltona	183	\$521,406	30 to 39	\$482,295	\$0	\$0
Florida Cancer Specialists	941	\$474,736	40 to 49	\$1,809,974	\$0	\$0
Deland Dialysis	877	\$424,005	50 to 59	\$2,514,819	\$0	\$0
Quest Diagnostics Tampa	3421	\$212,255	60 to 64	\$1,021,829	\$0	\$0
6 Radiology Associates	1347	\$164,586	65 and Older	\$588,789	\$0	\$0
Orange City Surgery	188	\$103,368	Totals	\$6,650,155	\$0	\$0
Orange City Surgery	197	\$88,868				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 22	\$888,512	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 22	\$889,529	Medical	\$20,927	56	\$1,171,912
December 22	\$594,774	Vision	\$0	19	\$0
January 23	\$600,914	RX	\$0	0	\$0
February 23	\$634,112	Total:			\$1,171,912
March 23	\$1,002,816				
April 23	\$537,130				
May 23	\$626,688				
June 23	\$875,680				
Total:	\$6,650,155				



Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

10/1/2022 to 6/30/2023

Benefit Plan: All

Location:

All

TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ALLERGY CARE	5	\$3,090	\$2,026	\$1,064	\$0	\$0	\$1,064	0.02%
AMBULANCE	23	\$50,670	\$50,670	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	600	\$857,994	\$756,036	\$101,958	\$0	\$0	\$101,958	1.53%
CHIROPRACTIC	101	\$4,869	\$2,707	\$2,162	\$410	\$0	\$1,752	0.03%
COVID-19	317	\$67,685	\$61,433	\$6,252	\$0	\$0	\$6,252	0.09%
DIALYSIS	1348	\$8,898,535	\$8,345,165	\$553,370	\$0	\$0	\$553,370	8.32%
DME/APPLIANCE	65	\$23,568	\$23,568	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	4829	\$7,574,879	\$6,908,400	\$666,479	\$29,901	\$0	\$636,578	9.57%
HOME HEALTH CARE	10	\$24,099	\$23,126	\$974	\$0	\$0	\$974	0.01%
HOSPICE CARE	4	-\$6,643	-\$6,643	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	4080	\$2,721,518	\$2,720,994	\$524	\$0	\$0	\$524	0.01%
INPATIENT PHYS	2687	\$677,298	\$518,873	\$158,425	\$20	\$0	\$158,405	2.38%
IP HOSP CHARGES	597	\$15,123,064	\$13,159,847	\$1,963,217	\$11,400	\$0	\$1,951,817	29.35%
MATERNITY	14	\$15,000	\$15,000	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	228	\$116,173	\$92,290	\$23,883	\$643	\$0	\$23,239	0.35%
OFFICE VISIT	8000	\$1,093,902	\$661,626	\$432,277	\$36,230	\$0	\$396,047	5.96%
OP PHYSICIAN	2319	\$757,634	\$580,129	\$177,505	\$2,682	\$0	\$174,823	2.63%
OTHER	2208	\$40,449	\$40,449	\$0	\$0	\$49,998	-\$49,998	-0.75%
OUTPAT HOSP	148	-\$45,679	-\$63,241	\$17,561	\$1,530	\$0	\$16,031	0.24%
PRESCRIPTION	9	\$219	\$219	\$0	\$0	\$0	\$0	0.00%
PSYCHIATRIC	1078	\$461,690	\$320,612	\$141,078	\$4,535	\$0	\$136,543	2.05%
RADIATION /CHEMO	705	\$1,534,656	\$1,150,645	\$384,011	\$44	\$0	\$383,967	5.77%
REHAB	3	\$81,924	\$67,594	\$14,330	\$0	\$0	\$14,330	0.22%
SLEEP DISORDER	13	\$719	\$719	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	25	\$342,993	\$289,128	\$53,864	\$5	\$0	\$53,859	0.81%
SURG FACILITY	621	\$5,372,899	\$4,435,981	\$936,918	\$11,273	\$0	\$925,645	13.92%
SURGERY	1865	\$366,058	\$313,278	\$52,780	\$0	\$0	\$52,780	0.79%
SURGERY IP	243	\$415,220	\$340,153	\$75,067	\$0	\$0	\$75,067	1.13%
SURGERY OP	427	\$726,723	\$570,818	\$155,905	\$0	\$0	\$155,905	2.34%
THERAPY	2758	\$271,603	\$170,848	\$100,755	\$8,050	\$0	\$92,705	1.39%
URGENT CARE	64	\$18,050	\$14,610	\$3,440	\$873	\$0	\$2,567	0.04%
VISION	16	\$2,407	\$2,407	\$0	\$0	\$0	\$0	0.00%
WELLNESS	9470	\$578,664	\$458,869	\$119,795	\$0	\$0	\$119,795	1.80%
XRAY/ LAB	32122	\$4,382,122	\$3,688,477	\$693,645	\$29,491	\$0	\$664,154	9.99%
Totals:	77002	\$52,554,051	\$45,716,811	\$6,837,241	\$137,088	\$49,998	\$6,650,155	

Block of Business ID: EBMSI
Client ID: 00532

Eligibility Date: : 1/1/2023 to 6/30/2023

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
1/1/2023	1356	0	1356
2/1/2023	1334	0	1334
3/1/2023	1377	0	1377
4/1/2023	1366	0	1366
5/1/2023	1357	0	1357
6/1/2023	1380	0	1380
Total Member Days			1,361.67



Enrollment Counts by City and State

Block of Business ID:
Client ID:

EBMSI
00532

As Of Date: 6/30/2023

City, State	Employee Count	Dependent Count	Total Count
Barberville, FL	1	0	1
De Leon Springs, FL	80	0	80
Debary, FL	41	0	41
Deland, FL	594	0	594
Deltona, FL	379	0	379
Enterprise, FL	2	0	2
Lake Helen, FL	16	0	16
Orange City, FL	92	0	92
Osteen, FL	12	0	12
Pierson, FL	83	0	83
Seville, FL	28	0	28
Total	1328	0	1328



Tier Census by Product 6/1/2023

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	1281	581	700	0	0	0	0	1281
		Subtotal for Active:	1281	581	700	0	0	0	0	1281
		Total for Medical:	1281	581	700	0	0	0	0	1281

Requested by: ReportScheduler from p316 data [P316]

Generated at: 12:38:33 on 01 June 2023

Jv-1.28.5.0

Yes



Tier Census by Product 6/15/2023

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	1263	574	689	0	0	0	0	1263
		Subtotal for Active:	1263	574	689	0	0	0	0	1263
		Total for Medical:	1263	574	689	0	0	0	0	1263

Requested by: ReportScheduler from p316 data [P316]

Generated at: 01:30:04 on 15 June 2023

Jv-1.28.5.0

Yes



Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 6/1/2023 to 6/30/2023

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ANESTHESIA	71	107,521.60	25,771.60	63,070.48	18,679.52	0.00	0.00	18,679.52	2.13%
CHIROPRACTIC	12	528.16	32.00	234.39	261.77	50.00	0.00	211.77	0.02%
COVID-19	6	2,641.26	479.43	1,959.17	202.66	0.00	0.00	202.66	0.02%
DIALYSIS	247	1,832,531.05	-919,340.51	2,610,967.33	140,904.23	0.00	0.00	140,904.23	16.09%
DME/APPLIANCE	5	1,455.79	1,455.79	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	480	984,348.93	82,375.55	807,874.45	94,098.93	4,950.00	0.00	89,148.93	10.18%
HOSPICE CARE	1	-24,730.05	-24,730.05	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	610	402,561.42	402,396.42	46.16	118.84	0.00	0.00	118.84	0.01%
INPATIENT PHYS	400	88,894.33	11,473.33	46,548.15	30,872.85	0.00	0.00	30,872.85	3.53%
IP HOSP CHARGES	55	1,511,296.40	606,596.05	735,596.91	169,103.44	1,100.00	0.00	168,003.44	19.19%
MATERNITY	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	11	933.03	471.03	295.45	166.55	0.00	0.00	166.55	0.02%
OFFICE VISIT	976	143,567.32	12,446.90	74,731.05	56,389.37	4,720.00	0.00	51,669.37	5.90%
OP PHYSICIAN	404	10,868.60	-346,129.30	331,739.60	25,258.30	411.83	0.00	24,846.47	2.84%
OTHER	325	356.54	400.00	-43.46	0.00	0.00	2,432.21	-2,432.21	-0.28%
OUTPAT HOSP	21	-214,982.39	-127,882.15	-88,809.62	1,709.38	100.00	0.00	1,609.38	0.18%
PSYCHIATRIC	154	82,385.81	518.63	50,983.06	30,884.12	755.00	0.00	30,129.12	3.44%
RADIATION /CHEMO	76	133,556.95	0.00	105,739.69	27,817.26	0.00	0.00	27,817.26	3.18%
SLEEP DISORDER	1	50.00	50.00	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	3	104,016.42	0.00	91,925.23	12,091.19	0.00	0.00	12,091.19	1.38%
SURG FACILITY	99	489,180.36	40,339.16	341,651.77	107,189.43	1,475.00	0.00	105,714.43	12.07%
SURGERY	242	58,707.56	1,085.12	49,054.02	8,568.42	0.00	0.00	8,568.42	0.98%
SURGERY IP	35	101,600.00	11,533.00	70,254.05	19,812.95	0.00	0.00	19,812.95	2.26%
SURGERY OP	50	139,817.23	12,427.54	101,245.89	26,143.80	0.00	0.00	26,143.80	2.99%
THERAPY	466	48,759.73	11,190.12	23,980.93	13,588.68	1,200.00	0.00	12,388.68	1.41%
URGENT CARE	8	2,138.00	657.00	1,016.96	464.04	125.00	0.00	339.04	0.04%
VISION	2	200.00	200.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	954	62,330.27	683.00	46,290.00	15,357.27	0.00	0.00	15,357.27	1.75%
XRAY/ LAB	3545	544,382.60	46,691.61	400,425.94	97,265.05	3,949.11	0.00	93,315.94	10.66%
Totals for 00532	9260	6,614,916.92	-148,808.73	5,866,777.60	896,948.05	18,835.94	2,432.21	875,679.90	



Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 10/1/2022 to 6/30/2023

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	5	3,090.00	0.00	2,025.51	1,064.49	0.00	0.00	1,064.49	0.02%
AMBULANCE	23	50,669.50	50,669.50	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	600	857,994.20	278,274.70	477,761.70	101,957.80	0.00	0.00	101,957.80	1.53%
CHIROPRACTIC	101	4,869.22	186.00	2,520.89	2,162.33	410.00	0.00	1,752.33	0.03%
COVID-19	317	67,684.97	19,889.43	41,543.26	6,252.28	0.00	0.00	6,252.28	0.09%
DIALYSIS	1348	8,898,534.79	-1,809,579.02	10,154,743.80	553,370.01	0.00	0.00	553,370.01	8.32%
DME/APPLIANCE	65	23,567.79	23,567.79	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	4829	7,574,879.07	1,987,700.29	4,920,699.46	666,479.32	29,901.26	0.00	636,578.06	9.57%
HOME HEALTH CARE	10	24,099.33	1,998.00	21,127.73	973.60	0.00	0.00	973.60	0.01%
HOSPICE CARE	4	-6,643.20	-6,643.20	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	4080	2,721,518.05	2,720,058.86	934.74	524.45	0.00	0.00	524.45	0.01%
INPATIENT PHYS	2687	677,298.46	252,183.26	266,690.10	158,425.10	20.00	0.00	158,405.10	2.38%
IP HOSP CHARGES	597	15,123,063.52	3,902,156.99	9,257,689.92	1,963,216.61	11,400.00	0.00	1,951,816.61	29.35%
MATERNITY	14	15,000.00	15,000.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	228	116,172.73	9,079.77	83,210.43	23,882.53	643.05	0.00	23,239.48	0.35%
OFFICE VISIT	8000	1,093,902.26	103,067.10	558,558.56	432,276.60	36,230.00	0.00	396,046.60	5.96%
OP PHYSICIAN	2319	757,634.16	-580,884.30	1,161,013.27	177,505.19	2,681.93	0.00	174,823.26	2.63%
OTHER	2413	40,448.82	40,448.82	0.00	0.00	0.00	49,997.70	-49,997.70	-0.75%
OUTPAT HOSP	148	-45,679.40	-142,461.09	79,220.29	17,561.40	1,530.40	0.00	16,031.00	0.24%
PRESCRIPTION	9	218.85	218.85	0.00	0.00	0.00	0.00	0.00	0.00%
PSYCHIATRIC	1078	461,690.32	66,099.01	254,512.83	141,078.48	4,535.00	0.00	136,543.48	2.05%
RADIATION /CHEMO	705	1,534,655.57	13,449.89	1,137,194.71	384,010.97	44.00	0.00	383,966.97	5.77%
REHAB	3	81,924.00	30,353.00	37,240.54	14,330.46	0.00	0.00	14,330.46	0.22%
SLEEP DISORDER	13	719.30	719.30	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	25	342,992.88	0.00	289,128.42	53,864.46	5.00	0.00	53,859.46	0.81%
SURG FACILITY	621	5,372,899.05	307,992.78	4,127,988.30	936,917.97	11,272.99	0.00	925,644.98	13.92%
SURGERY	1865	366,058.23	3,179.91	310,098.24	52,780.08	0.00	0.00	52,780.08	0.79%
SURGERY IP	243	415,219.97	133,432.59	206,720.18	75,067.20	0.00	0.00	75,067.20	1.13%
SURGERY OP	427	726,722.89	40,636.04	530,182.31	155,904.54	0.00	0.00	155,904.54	2.34%
THERAPY	2758	271,603.15	16,977.37	153,870.98	100,754.80	8,050.00	0.00	92,704.80	1.39%
URGENT CARE	64	18,050.00	6,669.00	7,940.98	3,440.02	873.06	0.00	2,566.96	0.04%
VISION	16	2,407.35	2,407.35	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	9470	578,663.52	29,861.58	429,007.29	119,794.65	0.00	0.00	119,794.65	1.80%
XRAY/ LAB	32122	4,382,122.11	504,265.92	3,184,210.85	693,645.34	29,491.25	0.00	664,154.09	9.99%

Requested by: ReportScheduler from p316 data [P316]

Generated at: 04:21:07 on 01 July 2023



Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 10/1/2022 to 6/30/2023

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
Totals for 00532	77207	52,554,051.46	8,020,975.49	37,695,835.29	6,837,240.68	137,087.94	49,997.70	6,650,155.04	



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 6/1/2023 to 6/30/2023

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
DeLand	4	-318.74	0.00	0.00	0.00	0.00	-318.74
miCareDeLand	2331	546,678.36	0.00	0.00	0.00	0.00	546,678.36
miCareDelton	1514	262,999.23	0.00	0.00	0.00	0.00	262,999.23
miCarePierse	240	66,321.05	0.00	0.00	0.00	0.00	66,321.05
N/A	36	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	4125	875,679.90	0.00	0.00	0.00	0.00	875,679.90



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2022 to 6/30/2023

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
DeLand	7	-424.77	0.00	0.00	0.00	0.00	-424.77
Deltona	1	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand	17402	3,668,360.98	0.00	0.00	0.00	0.00	3,668,360.98
miCareDelton	13243	2,700,601.08	0.00	0.00	0.00	0.00	2,700,601.08
miCarePierse	1268	281,617.75	0.00	0.00	0.00	0.00	281,617.75
N/A	279	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	32200	6,650,155.04	0.00	0.00	0.00	0.00	6,650,155.04



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 6/1/2023 to 6/30/2023

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	722	0.00	0.00	0.00	0.00	0.00	0.00



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2022 to 6/30/2023

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	6271	0.00	0.00	0.00	0.00	0.00	0.00



CLAIMS PAID BY MONTH

Paid Date: 10/1/22 to 6/30/23

Location Name	Month	Hospital	Laboratory	PCP	Specialty	Facility Physician	Total Claims Count	Total Paid Claims	Total Fixed Costs	Employee Count	PEPM Cost/ Employee	Hospital PEPM	Lab PEPM	PCP PEPM	Specialty PEPM	Facility PEPM
00532 - West Volusia Hospital Authority																
DeLand	10-2022	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DeLand	04-2023	\$0.00	\$0.00	\$0.00	(\$106.03)	\$0.00	2	(\$106.03)	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DeLand	06-2023	\$0.00	\$0.00	\$0.00	(\$318.74)	\$0.00	4	(\$318.74)	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	(\$424.77)	\$0.00	7	(\$424.77)	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Deltona	03-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
miCareDeLand	10-2022	\$220,706.47	\$17,765.12	\$0.00	\$127,613.58	\$0.00	1932	\$366,085.17	\$0.00	766	\$477.92	\$288.13	\$23.19	\$0.00	\$166.60	\$0.00
miCareDeLand	11-2022	\$314,460.97	\$16,345.94	\$0.00	\$142,845.67	\$0.00	1922	\$473,652.58	\$0.00	753	\$629.02	\$417.61	\$21.71	\$0.00	\$189.70	\$0.00
miCareDeLand	12-2022	\$226,922.27	\$10,875.83	\$0.00	\$124,030.82	\$0.00	1686	\$361,828.92	\$0.00	741	\$488.30	\$306.24	\$14.68	\$0.00	\$167.38	\$0.00
miCareDeLand	01-2023	\$220,881.16	\$12,361.85	\$0.00	\$126,850.36	\$0.00	1555	\$360,093.37	\$0.00	739	\$487.27	\$298.89	\$16.73	\$0.00	\$171.65	\$0.00
miCareDeLand	02-2023	\$194,187.55	\$12,686.71	\$0.00	\$158,917.11	\$0.00	1966	\$365,791.37	\$0.00	728	\$502.46	\$266.74	\$17.43	\$0.00	\$218.29	\$0.00
miCareDeLand	03-2023	\$258,863.08	\$16,989.08	\$0.00	\$185,493.94	\$0.00	2484	\$461,346.10	\$0.00	767	\$601.49	\$337.50	\$22.15	\$0.00	\$241.84	\$0.00
miCareDeLand	04-2023	\$125,789.99	\$7,089.53	\$0.00	\$229,127.48	\$0.00	1849	\$362,007.00	\$0.00	763	\$474.45	\$164.86	\$9.29	\$0.00	\$300.30	\$0.00
miCareDeLand	05-2023	\$243,162.98	\$15,153.04	\$0.00	\$112,501.24	\$0.00	1669	\$370,817.26	\$0.00	766	\$484.10	\$317.45	\$19.78	\$0.00	\$146.87	\$0.00
miCareDeLand	06-2023	\$256,630.89	\$23,957.62	\$0.00	\$266,089.85	\$0.00	2331	\$546,678.36	\$0.00	784	\$697.29	\$327.34	\$30.56	\$0.00	\$339.40	\$0.00
	Subtotal:	\$2,061,605.36	\$133,224.72	\$0.00	\$1,473,470.05	\$0.00	17394	\$3,668,300.13	\$0.00	6807	\$538.90	\$302.87	\$19.57	\$0.00	\$216.46	\$0.00
miCareDelton	10-2022	\$268,532.42	\$25,763.65	\$0.00	\$201,416.00	\$0.00	1836	\$495,712.07	\$0.00	563	\$880.48	\$476.97	\$45.76	\$0.00	\$357.75	\$0.00
miCareDelton	11-2022	\$191,566.04	\$22,902.70	\$0.00	\$176,900.74	\$0.00	1704	\$391,369.48	\$0.00	555	\$705.17	\$345.16	\$41.27	\$0.00	\$318.74	\$0.00
miCareDelton	12-2022	\$97,225.97	\$13,934.92	\$0.00	\$106,897.99	\$0.00	1440	\$218,058.88	\$0.00	549	\$397.19	\$177.10	\$25.38	\$0.00	\$194.71	\$0.00
miCareDelton	01-2023	\$116,734.39	\$11,039.68	\$0.00	\$100,036.26	\$0.00	1306	\$227,810.33	\$0.00	544	\$418.77	\$214.59	\$20.29	\$0.00	\$183.89	\$0.00
miCareDelton	02-2023	\$100,452.86	\$13,599.53	\$0.00	\$131,806.59	\$0.00	1533	\$245,858.98	\$0.00	533	\$461.27	\$188.47	\$25.52	\$0.00	\$247.29	\$0.00
miCareDelton	03-2023	\$266,048.91	\$15,203.47	\$0.00	\$191,157.59	\$0.00	1700	\$472,409.97	\$0.00	541	\$873.22	\$491.77	\$28.10	\$0.00	\$353.34	\$0.00
miCareDelton	04-2023	\$82,075.50	\$7,159.91	\$0.00	\$57,411.28	\$0.00	949	\$146,646.69	\$0.00	535	\$274.11	\$153.41	\$13.38	\$0.00	\$107.31	\$0.00
miCareDelton	05-2023	\$145,886.52	\$11,771.40	\$0.00	\$82,077.53	\$0.00	1236	\$239,735.45	\$0.00	520	\$461.03	\$280.55	\$22.64	\$0.00	\$157.84	\$0.00
miCareDelton	06-2023	\$84,519.72	\$15,836.19	\$0.00	\$162,643.32	\$0.00	1514	\$262,999.23	\$0.00	522	\$503.83	\$161.92	\$30.34	\$0.00	\$311.58	\$0.00
	Subtotal:	\$1,353,042.33	\$137,211.45	\$0.00	\$1,210,347.30	\$0.00	13218	\$2,700,601.08	\$0.00	4862	\$555.45	\$278.29	\$28.22	\$0.00	\$248.94	\$0.00
miCarePierso	10-2022	\$15,567.57	\$1,544.48	\$0.00	\$9,602.67	\$0.00	143	\$26,714.72	\$0.00	75	\$356.20	\$207.57	\$20.59	\$0.00	\$128.04	\$0.00
miCarePierso	11-2022	\$12,975.18	\$1,505.57	\$0.00	\$9,965.78	\$0.00	137	\$24,446.53	\$0.00	70	\$349.24	\$185.36	\$21.51	\$0.00	\$142.37	\$0.00
miCarePierso	12-2022	\$1,064.86	\$1,339.33	\$0.00	\$12,481.70	\$0.00	124	\$14,885.89	\$0.00	72	\$206.75	\$14.79	\$18.60	\$0.00	\$173.36	\$0.00
miCarePierso	01-2023	\$2,969.07	\$766.10	\$0.00	\$9,275.54	\$0.00	75	\$13,010.71	\$0.00	73	\$178.23	\$40.67	\$10.49	\$0.00	\$127.06	\$0.00
miCarePierso	02-2023	\$10,934.46	\$958.26	\$0.00	\$10,568.55	\$0.00	131	\$22,461.27	\$0.00	73	\$307.69	\$149.79	\$13.13	\$0.00	\$144.77	\$0.00
miCarePierso	03-2023	\$14,142.55	\$2,243.76	\$0.00	\$52,673.96	\$0.00	189	\$69,060.27	\$0.00	69	\$1,000.87	\$204.96	\$32.52	\$0.00	\$763.39	\$0.00
miCarePierso	04-2023	\$17,552.02	\$899.05	\$0.00	\$10,131.35	\$0.00	121	\$28,582.42	\$0.00	68	\$420.33	\$258.12	\$13.22	\$0.00	\$148.99	\$0.00
miCarePierso	05-2023	\$8,329.74	\$1,306.48	\$0.00	\$6,498.67	\$0.00	108	\$16,134.89	\$0.00	71	\$227.25	\$117.32	\$18.40	\$0.00	\$91.53	\$0.00
miCarePierso	06-2023	\$25,874.96	\$2,326.31	\$0.00	\$38,119.78	\$0.00	240	\$66,321.05	\$0.00	74	\$896.23	\$349.66	\$31.44	\$0.00	\$515.13	\$0.00
	Subtotal:	\$109,410.41	\$12,889.34	\$0.00	\$159,318.00	\$0.00	1268	\$281,617.75	\$0.00	645	\$436.62	\$169.63	\$19.98	\$0.00	\$247.00	\$0.00
N/A	10-2022	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	16	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	11-2022	\$60.85	\$0.00	\$0.00	\$0.00	\$0.00	6	\$60.85	\$405,122.59	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	12-2022	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10	\$0.00	\$275,618.42	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	01-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	3	\$0.00	\$237,308.30	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	02-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	36	\$0.00	\$442,788.02	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	03-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	31	\$0.00	\$273,298.66	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	04-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	69	\$0.00	\$262,330.13	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	05-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	72	\$0.00	\$324,680.59	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	06-2023	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	36	\$0.00	\$279,628.78	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$60.85	\$0.00	\$0.00	\$0.00	\$0.00	279	\$60.85	\$2,500,775.49	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total:	\$3,524,118.95	\$283,325.51	\$0.00	\$2,842,710.58	\$0.00	32167	\$6,650,155.04	\$2,500,775.49	12314	\$743.13	\$288.19	\$23.01	\$0.00	\$230.85	\$0.00

Parameters

Beginning Location:

Ending Location:

Paid Date: 10/1/2022-6/30/2023

Reporting Period: CLIENTYTD

Location: 000-zzzzz

** Census Count Comments: Membership is counted per location, per department, or per



WVHA miCare Clinic Deland and Deltona

June 2023 Report

miCare Utilization

Utilization

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours	Total Unscheduled Hours	% Of Total Unscheduled Hours
Deland					
2023	204	171	84%	33	16%

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours	Total Unscheduled Hours	% Of Total Unscheduled Hours
Deltona					
2023	171	136	79%	35	21%

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours	Total Unscheduled Hours	% Of Total Unscheduled Hours
Deland and Deltona					
2023	375	307	82%	68	18%

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)

Key Insights:

- The Utilization measures Physician Assistant/Nurse Practitioner time available to provide direct patient care.
- The Utilization measures the clinician's scheduled availability to the amount of time used to meet patient appointments.
- Between the two clinics 82 % of the available clinician capacity was used for scheduled appointments; 18% of clinician time was available for walk-ins and other patient care activities.
- "No Shows" is where patients didn't attend their scheduled clinic appointment.
 - DeLand - 9%
 - Deltona - 9%

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

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



Visit Type Utilization

WVHA miCare Clinic Total Visits for DeLand			
Clinic Services	Number of visits	%	Notes
Total Provider visits	295	64%	Schedulable patient activities
Total Labs	159	34%	Schedulable patient activities
Total Nurse Visits	10	2%	Schedulable patient activities
Total medication pick-up	302		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	35		Don't have a visit type and are not scheduled appointments
Total Visits	464		

DeLand

- There was a total of **464** clinic visits at the DeLand clinic in June with an additional **301** Medication pick-ups and an additional **35** med pick-ups from the PAP program.
- There were **30** new patients that established care at the DeLand clinic.
- There were **51** Physicals in June – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona			
Clinic Services	Number of visits	%	Notes
Total Provider visits	240	69%	Schedulable patient activities
Total Labs	90	26%	Schedulable patient activities
Total Nurse Visits	17	%	Schedulable patient activities
Total medication pick-up	138		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	16		Don't have a visit type and are not scheduled appointments
Total Visits	347		

Deltona

- There was a total of **347** clinic visits at the Deltona clinic in June with an additional **138** Medication pick-ups from Deltona as well as **16** from the PAP program.
- There were **12** new patients that established care at the Deltona clinic.
- There were **49** Physicals in June– Male/Female Wellness – Established Patients



miCare Member Migration

June 2023

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
Total	620	1,308	47%

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

PAP (Pharmacy Assistance Program)- WVHA Health Card Members

- The data below demonstrates pharmacy cost avoided for the WVHA for prescribed branded medications.
- WVHA health card members can qualify for manufacture discounts and the ability to receive prescription branded medications with no out of pocket expense to health card members
- The WVHA miCare Clinic care coordinators work with patients to complete the necessary paperwork to qualify for the PAP (Pharmacy Assistance Program) through the pharmaceutical company.

	June 2023	
PAP Summary 6/1/2023-6/27/2023		
Application Approved	334	\$151,804
Application Pending Approval	6	\$2,922
Application Started but Not Submitted	7	\$3,398
Totals	347	\$158,124
	(Active Applications)	Monthly Savings for June

Key Insights:

- 440 medications were picked up between both sites
- 51 PAP medications were picked between the two locations
- 347 patients had applications for pharmacy assistance programs last month
- WVHA avoided \$158,124 of cost for branded medication in June
- Projected annual cost avoided \$1,897,480



WVHA miCare Clinic Deland and Deltona

Quarter Two Report

January 1st – June 30th 2023

Clinical Utilization

Deland Q2	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled	Total Available Unscheduled Time	Total % Available Time
2022	1,092	786	72%	306	28%
2023	1,185	973	82%	212	18%

Deltona Q2	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled	Total Available Unscheduled Time	Total % Available Time
2022	939	698	74%	241	26%
2023	922	721	78%	201	22%

Deland and Deltona Q2	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled	Total Available Unscheduled Time	Total % Available Time
2022	2,031	1,484	73%	547	27%
2023	2,107	1,694	80%	413	20%

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

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



No Show Rate

Q2	DeLand	Deltona
2022	6%	16%
2023	7%	10%

miCare Member Migration

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
Total 2022	974	1,260	77%
Total 2023	1,011	1,322	76%

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

Key Insights:

- There was an overall increase in utilization both sites in 2023
- Between the two clinics 80% of the available clinician capacity was used for scheduled appointments; 20% of clinician time was available for walk-ins and other patient care activities
- “No Shows” is where patient didn’t attend their scheduled clinic appointment
 - DeLand - 7%
 - Deltona -10%
 - Overall Member Migration is 76%
 - Survey results for Q2 show an overall rating of 5 stars



miCare Visit Type Frequency

DeLand

WVHA miCare Clinic Total Visits for DeLand Q2			
Clinic Services	Number of visits	%	Notes
Total Provider visits	1,709	65%	Schedulable patient activities
Total Labs	851	32%	Schedulable patient activities
Total Nurse Visits	68	3%	Schedulable patient activities
Total medication pick-up	2,611		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	178		Don't have a visit type and are not scheduled appointments
Total Visits	2,628		

- There was a total of 2,628 clinic visits at the DeLand clinic in Q2 2023, with an additional 2,611 medication pick-ups and 178 med pick-ups from the PAP program
- There were 155 new patients that established care at the DeLand clinic in this quarter

Deltona

WVHA miCare Clinic Total Visits for Deltona Q2			
Clinic Services	Number of visits	%	Notes
Total Provider visits	1,321	68%	Schedulable patient activities
Total Labs	545	28%	Schedulable patient activities
Total Nurse Visits	76	4%	Schedulable patient activities
Total medication pick-up	144		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	94		Don't have a visit type and are not scheduled appointments
Total Visits	1,942		

- There was a total of 1,942 clinic visits at the Deltona clinic in Q2 2023, with an additional 144 medication pick-ups along with 94 medication pick-ups from the PAP program



- There were 86 new patients that established care at the Deltona clinic in this quarter

PAP (Pharmacy Assistance Program)- WVHA Health Card Members

- The data below demonstrates pharmacy cost avoided for the WVHA for prescribed branded medications
- WVHA health card members can qualify for manufacture discounts and the ability to receive prescription branded medications with no out of pocket expense to health card members
- The WVHA miCare Clinic care coordinators work with patients to complete the necessary paperwork to qualify for the PAP (Pharmacy Assistance Program) through the pharmaceutical company

	Q2 - 2023	
PAP Summary 04/18/2023 – 06/30/2023		Average per month
Application Approved	1,007	\$151,144
Application Pending Approval	14	\$1,707
Application Started but Not Submitted	17	\$2,8520
Totals	1,038	\$155,703
	(Active Applications)	Quarterly Savings for Q2 2023

ER Diversion Results

Total ER visits Q2 2023	
Halifax	12
Advent	245
Total ER visits	257
Appropriate ER Visits	176
PCP Appropriate	81
Established Patients (miCare)	240
Follow up scheduled at miCare	182
Follow up completed at miCare	162



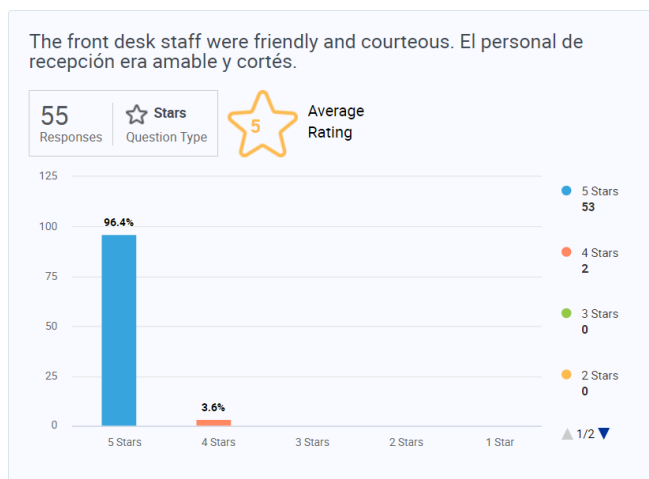
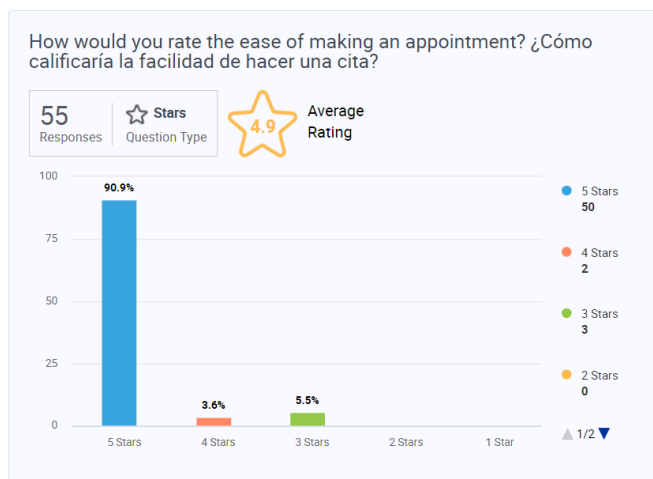
Key Insights:

- Total patients between Halifax and Advent were 257 (12 Halifax and 245 Advent)
- Out of the 257 patients that went to the ER, 240 of them had established at miCare
- Out of the 257 patients that sought care in the ER, 176 were appropriate and 81 could have been seen outside of the ER
- Out of the 257 patients, 182 scheduled follow up appointments and 162 people completed their follow up in the clinic

Post Visit Survey Results

Q2

April - May 2023





The waiting room was clean, comfortable, and welcoming. La sala de espera estaba limpia, cómoda y acogedora.

55

Responses

☆ Stars
Question Type



Average
Rating



What was your wait time before the clinical staff brought you back to an exam room? ¿Cuál fue su tiempo de espera antes de que el personal clínico lo trajera de regreso a una sala de examen?

51

Responses

≡ Text Area
Question Type

1. Patient73041696
10 min
2. Patient72871902
5 minutos
3. Patient72871901
Less then 5 minutes
4. Patient72693966
No recuerdo exactamente Como 10 a 15 mnts
5. Patient72514071
About 10-20 minutes

The clinical staff listened and were attentive while I explained the reason for my visit. El personal clínico me escuchó y estuvo atento mientras les explicaba el motivo de mi visita.

55

Responses

☆ Stars
Question Type



Average
Rating



The exam room was clean and welcoming. La sala de examen estaba limpia y acogedora.

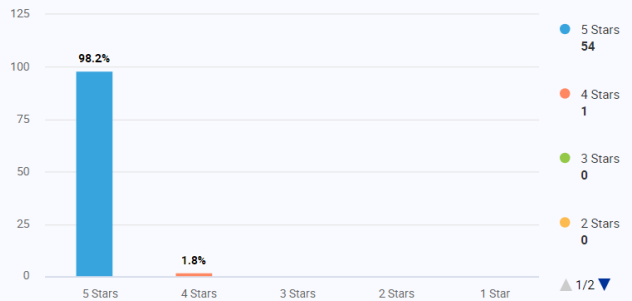
55

Responses

☆ Stars
Question Type



Average
Rating



My provider spent enough time with me to address my needs and answered all of my questions. Mi proveedor pasó suficiente tiempo conmigo para atender mis necesidades y respondió a todas mis preguntas.

55

Responses

☆ Stars
Question Type



Average
Rating



Upon leaving, I understood my diagnosis and treatments recommended by my provider. Al salir, entendí mi diagnóstico y los tratamientos recomendados por mi proveedor.

53

Responses

☆ Stars
Question Type



Average
Rating





I would rate the overall clinic care I received as: (1 star = lowest, 5 stars = highest rating) Calificaría la atención clínica general que recibí como: (1 estrella = calificación más baja, 5 estrellas = calificación más alta)



Survey Results- Comments

- Takes too long and very 'spotty' communication
- Siempre recibo un mensaje o una llamada para informar que tengo un medicamento disponible. Son muy eficientes. (
- Pharmacy staff are always kind and courteous, and explain in detail the medication.
- My daily inhaler is not available thru mirx, still struggling with PAP to get my life saving meds
- Most of the time it's ready b4 I run out .
- I've called for refills, and I've been waiting several weeks and still received nothing.
- It takes too long To get your medicine
- It takes longer than other pharmacies to receive medication if miRx is micare clinic
- Good
- Good
- Buena
- Best experience.
- It's all good
- Excellent medical service
- The nurse brought me back and took my vitals and updated all my information when she was done said okay Melody will be right with you. I said I normally see Sherry and she said she's no longer here Melody will be right in. At that moment I felt very uncomfortable and nervous to be starting all over with somebody else however Melody put me at ease right away and was exceptional at what she does and was very attentive and listen to everything and I really feel I'm going to get Quality Care from her



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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:
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386-860-6006 (fax)

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4073
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July 1, 2023

West Volusia Hospital Authority

HND Monthly Enrollment Report

In the month of June there were 250 appointments to assist with new applications and 24 appointments to assist with pended applications from May-June. For a total of 274 Interviews with clients.

209 applications were submitted for verification and enrollment. Of these, 209 were processed by the end of the month includes the roll overs 0 from previous month) leaving the balance of 0 to roll over into July 2023 for approval.

Of the 209 that were processed, 188 were approved and 15 were denied. There were 6 pended remaining.

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

Outreach Efforts:

- Attended West Volusia Community Partners meeting
- Reached out to all clients due to renew with a reminder phone call as well as the reminder letter
- Communicating with Partners working together to better service the community
- Meeting with new organizations that can possibly benefit from the Health Card to partner up with them.

Respectfully submitted by Gail Hallmon /Terrell Irvin

**WEST VOLUSIA HOSPITAL AUTHORITY
PRELIMINARY AD VALOREM TAX RESOLUTION
ADOPTED AT A MEETING HELD ON JULY 20, 2023
RESOLUTION 2023-002**

BE IT RESOLVED, by the Commissioners of the West Volusia Hospital Authority, a Special Taxing District of Volusia County, Florida, that the Property Appraiser's Form DR-420MMP shall be completed by inserting the following information and filing it with the Property Appraiser by August 4, 2023:

1. The date, time and place of the first public budget hearing shall be on **Wednesday, the 6th day of September, 2023 at 5:05 p.m.**, at **The Center at Deltona, 1640 Dr. Martin Luther King Blvd, Deltona, FL 32725** at which time the proposed millage and the 2023-2024 Tentative Budget will be discussed and adopted.
2. The proposed millage rate to be discussed and adopted at that meeting will be _____.
3. The current year rolled-back rate to be discussed at that meeting will be **0.9806**.

ADOPTED and subscribed to this 20th day of July, 2023, at a duly noticed public meeting.

CHAIR, Jennifer L. Coen
West Volusia Hospital Authority

I HEREBY CERTIFY that the foregoing resolution is true and correct as adopted by a _____ vote of the Board of Commissioners of the West Volusia Hospital Authority at its monthly regular meeting, and held on Thursday, July 20, 2023 at 5:00 p.m. and held at The Sanborn Center, 815 S. Alabama Ave., DeLand, FL 32720. In a roll call, the following Commissioners voted on the resolution: Commissioner J. Roger Accardi (yes/no/absent), Commissioner Jennifer L. Coen (yes/no/absent), Commissioner Judy L. Craig (yes/no/absent), Commissioner Voloria L. Manning (yes/no) and Commissioner Donna J. Pepin (yes/no/absent).

SECRETARY, Voloria L. Manning
West Volusia Hospital Authority

From: [Jennifer Stephenson](#)
To: [Stacy Tebo](#)
Cc: [Andrea Schweizer](#)
Subject: Request for SMA inclusion at July WVHA meeting
Date: Friday, June 9, 2023 2:10:58 PM

Good afternoon, Stacy.

I would like to request inclusion of SMA's CFO, Andrea Schweizer, on the July 20 agenda for the topic "LIP Funding for SMA Healthcare". We plan to reintroduce the concept of LIP funding to the WVHA Board of Commissioners and answer any questions they may have. I know that you are aware, but I have provided a summary narrative of the process below.

Over the last five years, SMA has received Low Income Pool (LIP) funding from the Agency for Healthcare Administration (AHCA). This funding helps compensate for unreimbursed expenses related to providing services to low income clients, also described as "Charity Care". SMA is one of 14 behavioral health organizations in the state that have achieved Central Receiving System (CRS) certification. That CRS designation is a requirement for participation in LIP funding. Another requirement is to partner with a community government organization to provide an Intergovernmental Transfer (IGT). The IGT is a transfer of community funding directly to AHCA. Through ACHA, the funds are matched by federal Medicaid dollars, the original IGT and match amount are returned to SMA to pay for charity care costs related to provision of behavioral health services. During FY 2023, the WVHA provided \$265,285 from the "Baker Act" contract that was matched by \$493,756 in Medicaid dollars and subsequently paid to SMA. The dollars transferred from the WVHA comes out of the existing contracts with SMA and does not result in additional expense to the WVHA.

Our first two years of LIP funding under AHCA have now been audited. We have successfully documented uncompensated Charity Care that greatly exceeds the current level of LIP funding. To receive additional LIP dollars for that identified Charity Care level, we need to be able to provide a larger intergovernmental transfer amount. For FY 2024 we are requesting that the WVHA allow dollars from the "Residential Services" contract, in addition to the "Baker Act" contract be made available for transfer to AHCA. The current residential funding level of \$550,000, would create the opportunity for an additional \$1 million in federal match dollars. Those are federal dollars that will come into Volusia County to further enhance the ability to provide services to our low income population with no increase in funding at the local level.

Participation in the LIP program, is based on our ability to provide an executed Letter of Agreement (LOA) by 10/1/2023. The LOA will be between AHCA and the WVHA on behalf of SMA, and defines the IGT and AHCA match requirements. The purpose of asking to be included on the July agenda is to answer any questions the board may have in advance of that deadline. AHCA will not produce the LOA until mid-September. So, we will need to ask for approval of that specific agreement at the September 21 board meeting.

Let me know if you have any questions.

Jennifer Stephenson, LMFT

SMA Healthcare

Senior Vice President, Volusia County Services

150 Magnolia Ave.

Daytona Beach, FL 32114

(386) 236-3296

jstephenson@smahealthcare.org

From: [Rose Alberts](#)
To: [Webb Shephard](#); [Stacy Tebo](#); [Darik J. Croft](#); [James Vertino](#); [Pepper Schafer](#); [Michael Espenlaub](#)
Subject: RE: WVHA - EBMS Renewal 10-1-23
Date: Thursday, July 13, 2023 1:02:07 PM
Attachments: [image001.png](#)
[image004.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)

Webb,

Budget projections were requested from Darik on June 22nd and were provided accordingly. I followed behind that with the Admin increases based on CPI-U released in June for the October 2023 renewal date with the understanding that this was not going to be addressed by the board until the July 20th meeting. I provided the increase to Stacy as soon as all parties involved returned from various June vacations including myself and obtained approvals.

In the future it would appear that I will have to look at getting any increases to you during the month of May rather than June based on CPI-U numbers released during that particular month in order to satisfy the July board meeting consideration. I apologize for any inconvenience this may have caused in providing you with this information later than was expected.

Due to previously scheduled meetings I will be unable to attend the July board meeting.

Thanks,
Rose

Rose Alberts

Director of Implementation

Veracity Benefits

Direct: (678) 290-5154

email: ralberts@veracity-benefits.com



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From: Webb Shephard <Webb.Shephard@JMCo.com>

Sent: Thursday, July 13, 2023 12:35 PM

To: Rose Alberts <ralberts@veracity-benefits.com>; Stacy Tebo <stebo@westvolusiahospitalauthority.org>; Darik J. Croft <dcroft@ebms.com>; James Vertino <jvertino@ebms.com>; Pepper Schafer <pschafer@veracity-benefits.com>; Michael Espenlaub <mespenlaub@veracity-benefits.com>

Subject: RE: WVHA - EBMS Renewal 10-1-23

Thank you Rose. Do you plan to be present or submit any further support for the waiver?

Stacy,

Will you please put this on the Board Discussion Agenda and attach the email string, and anything else Rose would like to go with this.

Thanks!

Webb Shephard, CPA



Ph: 386-257-4100

Email: Webb.Shephard@JMCo.com

Website: www.jmco.com



accountingTODAY



From: Rose Alberts <ralberts@veracity-benefits.com>

Sent: Thursday, July 13, 2023 9:23 AM

To: Webb Shephard <Webb.Shephard@JMCo.com>; Stacy Tebo <stebo@westvolusiahospitalauthority.org>; Darik J. Croft <dcroft@ebms.com>; James Vertino <jvertino@ebms.com>; Pepper Schafer <pschafer@veracity-benefits.com>; Michael Espenlaub <mespenlaub@veracity-benefits.com>

Subject: RE: WVHA - EBMS Renewal 10-1-23

WARNING --- This email originated outside of JMCo. Please review the sender's email address. Report any suspicious attachments, links, or requests to the Help Desk.

Yes, we are firm on this.

Thanks,
Rose

Rose Alberts

Director of Implementation

Veracity Benefits

Direct: (678) 290-5154

email: ralberts@veracity-benefits.com



PRIVILEGED/CONFIDENTIAL

This email transmission may contain privileged or confidential information that is legally protected from disclosure by the Health Insurance Portability and Accountability Act (HIPAA) and is intended ONLY for the use of the individual or entity to which it is addressed. If you are not the addressee indicated in this message (or responsible for delivery of the message to such person or entity) you are hereby notified that reading, disseminating, disclosing, distributing, copying, acting upon or otherwise using the information contained in this email or file attachment is strictly prohibited. If you have received this information in error, please delete this email and any associated file attachment and notify the sender immediately. If you or your employers do not consent to Internet email messages of this type, please advise me immediately. Opinions, conclusions and other information expressed in this message are not given or endorsed by my employer unless otherwise indicated by an authorized representative independent of this message.

From: Webb Shephard <Webb.Shephard@JMCo.com>

Sent: Wednesday, July 12, 2023 4:08 PM

To: Stacy Tebo <stebo@westvolusiahospitalauthority.org>; Darik J. Croft <dcroft@ebms.com>; James Vertino <jvertino@ebms.com>; Pepper Schafer <pschafer@veracity-benefits.com>; Michael Espenlaub <mespenlaub@veracity-benefits.com>; Rose Alberts <ralberts@veracity-benefits.com>

Subject: RE: WVHA - EBMS Renewal 10-1-23

Hi all,

As you may know, we're under heavy scrutiny, so I wanted to put this out for discussion to ensure my understanding is correct. Paragraph 5(1)(x) of the attached agreement requires the WVHA to be

notified by June 1 of any inflation adjustments. Particularly with the AG audit underway, I think that any adjustment would require Board approval of a waiver of that provision before it can be incorporated at this late stage. I received your 2024 budget projection numbers on 6/30/2023 which I used to prepare the budget, and there were no inflation adjustments included.

Please advise: If you're firm on this and want us to proceed, we will need to notify the board at the upcoming meeting and add an agenda item to discuss a waiver of the 6/1 deadline.

Thank you for your understanding,

Webb Shephard, CPA



Ph: 386-257-4100

Email: Webb.Shephard@JMCo.com

Website: www.jmco.com



accountingTODAY

**2022 Best Firms
to Work For**

From: Stacy Tebo <stebo@westvolusiahospitalauthority.org>

Sent: Monday, July 10, 2023 11:54 AM

To: Webb Shephard <Webb.Shephard@JMCo.com>; Ted Small
<tsmall@businessemploymentlawyer.com>; Theodore Small
<tsmall@westvolusiahospitalauthority.org>

Subject: FW: WVHA - EBMS Renewal 10-1-23

<p>WARNING --- This email originated outside of JMCo. Please review the sender's email address. Report any suspicious attachments, links, or requests to the Help Desk.</p>
--

See below.

Stacy Tebo

WVHA Administrator



From: Rose Alberts <ralberts@veracity-benefits.com>
Sent: Monday, July 10, 2023 11:34 AM
To: Stacy Tebo <stebo@westvolusiahospitalauthority.org>
Cc: Darik J. Croft <dcroft@ebms.com>; James Vertino <jvertino@ebms.com>; Pepper Schafer <pschafer@veracity-benefits.com>; Michael Espenlaub <mespenlaub@veracity-benefits.com>
Subject: WVHA - EBMS Renewal 10-1-23

Good Morning Stacy,

Based on our ASA agreement the most recent CPI-U available for 2023 is 4.3%. Based on this we are proposing the following increase to our Medical Administration Fee and miCare Admin fees to be effective on October 1, 2023:

- *Medical Admin PMPM Fee – Current \$23.28 moving to \$24.29 starting Oct 1, 2023*
- *miCare Admin Fee – Current \$33.57 moving to \$35.02 starting Oct 1, 2023*

On our Population Health Management Fee and miRX Dispensing fee we will be implementing a 4.3% increase as follows:

- *Population Health Management Fee – Current \$10.50 moving to \$10.95 starting Oct 1, 2023*
- *miRX Dispensing Fee – Current \$10.50 moving to \$10.95 starting Oct 1, 2023*

We hope that the above increases are found to be acceptable to WVHA and look forward to another successful year of improving and providing health coverage for West Volusia's members. Please advise if you have any questions or require any additional documentation.

Thanks
Rose

Rose Alberts
Director of Implementation
Veracity Benefits

June 23, 2023

To the Board of Commissioners,
West Volusia Hospital Authority:

The sole purpose of this communication is to formally document required communications about our performance of the funded agency site visits of the West Volusia Hospital Authority (the Authority) in accordance with the task “Monitoring – Perform periodic inspection of a summary of indigent invoices prepared by funded agencies for accuracy and propriety with the then current funding agreements” from Appendix A of our Financial Management Services Agreement (the Agreement) as executed on June 16, 2022. No terms of the agreement are modified herein.

We are pleased to confirm our understanding of the services we are to provide for the Authority. This letter will confirm the nature and limitations of the services we will provide and the various responsibilities and other terms of the engagement.

We look forward to assisting you in regards to the Authority’s funded agency site visits for fiscal year-ended September 30, 2023. We will perform the following procedures:

- Inquire and document as to the funded agency's monitoring procedures with respect to contract compliance.
- Select a sample of transaction and test compliance with contract provisions.
- Prepare a written report summarizing the results with recommendations to the Board of Commissioners.

Practitioner Responsibilities

We agree to apply the procedures above beginning in October 2023 and, barring any unforeseen circumstances, plan to complete our procedures and provide recommendations no later than January 2024. These procedures will be applied for the purpose of identifying and evaluating noncompliance and providing our related recommendations. The procedures we will perform have been agreed to by the specified parties to this engagement listed as follows: Board of Commissioners of the Authority and respective funded agencies.

Our services will be focused on the activities, operational areas, financial and nonfinancial information of the funded agencies that you have identified. In performing our services, we will be relying on the cooperation of the respective funded agencies’ management and personnel and the information provided by them, including the accuracy and reliability of such information.

Specified Party Responsibilities

The specified parties listed above are solely responsible for the appropriateness and sufficiency of the procedures referred to above for their purposes. Therefore, we make no representation as to the appropriateness and sufficiency of these procedures for the purposes of the specified parties or for any other purpose. The procedures agreed to are not designed to constitute an examination or review of the subject matter. Therefore, we will not express any level of assurance on the identified risks or related recommendations. We have no obligation to perform any procedures beyond those agreed to by the specified parties as enumerated in this letter of engagement. If, for any reason, we are unable to complete the procedures, we will not issue a report as a result of this engagement.

Our procedures are also not designed to detect error or fraud. However, we will inform you of any material errors or fraud that come to our attention. Our responsibility is limited to the period covered by our procedures and does not extend to matters that might arise during any later periods for which we are not engaged. At the conclusion of our engagement, we will present a written report listing the procedures, any noncompliance or other issues identified, and our related recommendations. Our report will state that the information presented is based on discussions with and information provided by the respective funded agency's personnel. This report will be intended for use by and restricted to the use of the specified parties as identified above, and our report will contain such restricted-use language. We will maintain the confidentiality of personal information and apply procedures to protect against any unauthorized release of personal information to third parties, including compliance with HIPAA regulations.

Reporting

We will issue a written report upon completion of our engagement. Our report will be addressed to the Board of Commissioners of the Authority.


Other

Webb Shephard is the engagement partner and is responsible for supervising the engagement and signing or authorizing another qualified firm representative to sign the engagement report.

As also indicated at the start of this letter, our fees for these services have been included in the scope our financial management service agreement dated June 16, 2022. This communication is otherwise solely intended to make the required communications by our governing professional standards; all terms of our financial management service agreement dated June 16, 2022, shall continue to apply.

We appreciate the opportunity to be of service to you and believe this letter accurately summarizes the significant terms of our engagement. If you have any questions, please let us know. If you agree with the terms of our engagement as described in this letter, please sign the enclosed copy and return it to us.

Very truly yours,



JAMES MOORE & CO., P.L.

RESPONSE:

This letter correctly sets forth the understanding of West Volusia Hospital Authority.

By _____

Title _____

Date _____

From: [Stacy Tebo](#)
To: [Ted Small](#); [Theodore Small](#)
Subject: FW: Contract amendment to include PTO
Date: Tuesday, May 30, 2023 12:22:00 PM
Attachments: [image001.png](#)

FYI, I sent this email to each board member individually in the last 30 minutes. I have not spoken with any of them about this yet.

Stacy Tebo
WVHA Administrator

From: Stacy Tebo
Sent: Tuesday, May 30, 2023 12:15 PM
To: Roger Accardi <raccardi@westvolusiahospitalauthority.org>
Subject: Contract amendment to include PTO

Roger,

As we're coming up on the June 27th one-year anniversary of my employment with the WVHA, I would like to request board consideration of an amendment to my contract to provide for PTO (paid time off).

One of my childhood best friends is getting married in Miami on Labor Day weekend. I want to travel down with 4 close friends that Friday morning so we can get there in time for an event at 7 PM. I would also like to visit my brother & his family in Oregon in December. I have a niece in NC that wants to visit in the next few months, and I'd like to be able to spend time with her. I am cognizant of the WVHA's schedule and would always make it a priority when scheduling any time off.

I looked at a few neighboring local governments (and miCare) to provide you with the benefits they give to their full-time employees. Some still separate sick and vacation hours. Others have combined them and simply call it paid time off (PTO). There has been a general trend to go to PTO and discontinue the use of separate sick and vacation hours. For ease of comparison, I've listed each in number of days off per year. Most local governments provide for a greater number of days off as the employee remains with the organization. This is usually in 5-year increments. The numbers I provided below are for new employees obtained from their respective websites.

DeLand – 17

Orange City – 20

DeBary – 20

Deltona – 22

Volusia County – 28

miCare – 20

Stacy Tebo

WVHA Administrator





We have been hosting and providing technical support for the West Volusia Hospital Authority's website since April 2020. At this time, we want to formally present a proposal to update the website based on the issues we have had to address in keeping the website maintained and functioning to meet your needs.



WEBSITE DESIGN AND DEVELOPMENT

From a technology standpoint, the theme currently used for the website is out of date. One of the main indicators is that hand-coding has become increasingly necessary to resolve issues taking more time for updates and more expense to the WVHA.

We believe that an update to the website will not only create more stability in the functionality of the website, but the update will also make the website more user-friendly for staff to make changes or updates if and when necessary.

QUESTIONS OR COMMENTS?

Let me know your thoughts here...

INITIAL INVESTMENT

Basic Website
\$1,500.00

Select

ANNUAL INVESTMENT

Annual Hosting
\$150.00

Select

Forms Plug In
\$75.00

Select

Domain Name
\$25.00

Select

Here's What's Included:

- Mobile responsive WordPress website that reflects your brand
- Consultation with our copywriter to streamline your messaging
- Strategic and SEO-optimized copy
- Information about your organization, products & services, contact information, contact form, social links, and opt-in forms
- SSL Certificate
- Provide on-site SEO using Yoast to make it easier for

Google to understand what is happening on the website.

- Add website to Google Search Console to help us monitor/evaluate the technical performance of the website.



WEBSITE PROPOSAL

Prepared for West Volusia Hospital Authority

BY JEREMY HOUCHENS // jeremy@ayokay.com // July 7th, 2023 // Quote valid for 30 days



Ayokay is a marketing and web design agency with purpose.

Whether helping public health organizations grow their authority, promoting healthy living and family fun, or creating a more equitable world, Ayokay works with brands and organizations that make the world a happier, healthier place.



West Volusia Hospital Authority is ready for a website that looks great, is easy to use, and properly positions contract manufacturing services for the target market while reinforcing the brand promises of quality, precision, innovation, and on-time delivery.

Goals

- Create a professional, high-quality website design that reflects the brand promises and services of West Volusia Hospital Authority.
- Display information that is easy to navigate on all internet browsing devices
- Create a website that improves the search engine positioning for the target market.

Solutions

- **Website Design.** A revised website that will easily be found in search engines, attractive on any device (desktop, mobile or tablet), and planned with an intuitive user interface to provide West Volusia Hospital Authority with a hub for your online marketing efforts. Existing content will be migrated, and we will collaborate with you to create new content for selected pages.
- **Content Management System.** Ayokay will use WordPress, a common and popular Content Management System that will allow your staff to easily update the website.
- **Search Engine Optimization.** Ayokay will implement our standard SEO service to ensure that on-site optimization is the best it can be.

The Website **Process**

What to expect working with us.

Ayokay takes a holistic approach to the design and development of your website. We strive to understand your market, your target audience, and your core business, so that decisions made during the design and production of your website correlate to achieving your business goals.

We also believe in the power of collaboration, partnership, and communication to help you achieve your goals.

To deliver this outcome, our process has four stages:

1. **RESEARCH**

We begin by performing a rigorous audit of your market space. Who is the core audience? What are their concerns and values?

2. **DESIGN**

Once we have agreed on finalized prototypes, the design team will step in to create high-quality mockups of the final product.

3. **BUILD**

We will bring the mock-ups to life by creating staging servers to produce code for the new designs.

4. **GO LIVE**

Finally, the website will go live to the world.

A photograph of a person wearing a white surgical cap and a white face mask, lying down. A healthcare professional in blue scrubs is visible, with their hands near the person's head. The image is dimly lit and serves as a background for the text.

Planning, Design, Quality

Website Project **Scope**

Ayokay is committed to launching a high-quality website for West Volusia Hospital Authority and will work closely with members of the team to plan, design and develop the new website.

The new site will build on the long, well-established history of West Volusia Hospital Authority, while capitalizing on future trends to maximize design longevity.

The site will be designed to strengthen the company's image through outstanding stories and content, powerful imagery and clear conversion avenues. Ayokay will utilize our vast experience and expertise to ensure that the website promotes West Volusia Hospital Authority and serves the users who seek to be engaged.

Ayokay will optimize the site to index well in search engines, relying on our team of content strategists and SEO experts. Additionally, the site will be user-friendly, allowing for ease of navigation, and built to look great in all modern browsing devices.

PLANNING STAGE:

- **Project Kickoff** – For this initial meeting, we will go over the project and train West Volusia Hospital Authority staff on how to use Ayokay's Project Management System.
- **Project Management** – Ayokay will set up the Project Management System with milestones, to-do items and future meeting times. Ayokay will provide timeline and deadline management, including regular updates that outline project statuses and notifications of upcoming work, throughout the entire project.
- **Project Brief** – Ayokay will develop a comprehensive Project Brief that will serve as a road map for the content development and design processes. Ayokay will use all available information to develop a snapshot of the basic functionality and technical requirements for the site. This will guide design and development in determining the types of modules and third-party integration required in order to meet the needs of the audiences of West Volusia Hospital Authority.

CONTENT STAGE:

- **Content Audit** – Ayokay will create documentation and exports of current website content, as well as catalog all current website content to be used in our Content Strategy process.
- **Site Map** – An initial site map will be created to establish the basic site organization. The site architecture is key to ensuring that users can find content easily with as few clicks as possible, while also guiding potential participants and contributors to areas that West Volusia Hospital Authority desires. This sitemap will then inform the foundation for the general page structure and flow of the website. The site map will be based on the needs of audiences, industry best practices and input from key staff.
- **Content Outline** – Ayokay will develop a comprehensive outline to document all content needs for each section of the site. This will be key to cataloging and tracking the production and delivery of all content for the site. This will also act as a guide for Ayokay and West Volusia Hospital Authority teams as they produce or edit content to be placed on the site. The outline will articulate when images/videos should be used as well as what sorts of images and videos would be most impactful and what Call To Action (CTA) should be included for each page. The content outline will also address how to move your audience through the site to areas of interest and points of conversion quickly and smoothly.

DESIGN STAGE:

- **Design Assets Collection** – Ayokay will ask questions of West Volusia Hospital Authority to identify desires for design direction. As well, Ayokay will collect branding guidelines, logos, or other creative assets from West Volusia Hospital Authority for consideration in the design process.
- **Website Wireframe** – Ayokay will design a wireframe for the home page and overall header/footer structure. The wireframe will illustrate the basic layout of the site, and act as a framework for the design phase.
- **Design Prototypes** – Ayokay will design the look and feel of the website, focusing on the needs of the various audiences and the brand standards of West Volusia Hospital Authority. Ayokay will deliver design drafts of up to 10-12 pages for review by West Volusia Hospital Authority prior to beginning site development, starting with a home page design. Each design will be subject to one round of revisions. The designs will give West Volusia Hospital Authority an opportunity to visualize the site and offer feedback before development begins.
- **Design Revisions** – Ayokay will implement one round of revisions into the design, and present again.

Although this list is tentative based on the Planning Phase outcome, the designs will include:

1. Home
2. About Us
3. Economic Impact
4. Community Links
5. WVHA HealthCard Application Form
6. WVHA HealthCard Assessment Form
7. Contact

Additional pages will be developed to match the look-and-feel.

BUILD STAGE:

Ayokay will develop the new website designs on WordPress. Development includes the production of approved designs and the creation of proper functionality to meet the identified needs and wishes of West Volusia Hospital Authority and its audiences. WordPress enables easy updates to content, images, forms, and page addition. WordPress is a very popular CMS solution and website platform and therefore is frequently updated for security best practices.

The website will be built in a password-protected Staging environment.

Website Frontend Development includes:

- Implementation of the approved Design
- Contact Forms
- Integration of email newsletter form if requested (such as MailChimp or similar)
- We will work to make sure the website is as accessible as possible, however, a compliance plugin for website accessibility is available with an additional yearly fee.

- The website will be built to support US English, however, Google Translate can be included for no additional fee.

Website Backend Development also includes:

1. Ability to manage users, pages, media and more
2. Form automation -- instant contact receipts sent to both the visitor and to West Volusia Hospital Authority staff, with all form data saved in the backend for exporting, if desired.
3. Backend simplification for ease of use
4. Training Videos for WordPress

Development will include:

- **Content Population** – Ayokay will migrate provided pages (including images and videos) to the new site, implement styles (such as heading tags) and review for any design or layout issues.
- **Third-Party Integration** – Ayokay will develop the site to include all third-party software identified in project scope, including integration with the donation management system of your choice. Ayokay will also embed Google Analytics on the site, providing the data to an account selected by
 1. West Volusia Hospital Authority or created by Ayokay. Any fees associated with third party plugins or addons will be paid directly by West Volusia Hospital Authority.
- **Responsive Implementation** – Ayokay will make the website look great in all modern browsers, such as mobile phones (iPhone, Android), tablets (iPad, Android) and Desktop (Windows, Mac; Chrome, Safari, Firefox, Edge).
- **Quality Assurance** – Ayokay will conduct a final round of testing on the website before launch that focuses on browser compatibility, image optimization, checking for broken links, code errors and functionality checks.

DELIVERY STAGE:

West Volusia Hospital Authority will provide final signoff on the website. When final payment is received, the website launch time will be scheduled.

- **Training** – Ayokay will provide one (1) WordPress training, in-person or via web meeting, prior to launch. Web meetings are recommended if more than one to two people are planning to attend, or if you would like for us to record the training for future use. As well, Ayokay will install our WordPress How To Videos plugin.
- **Launch** – Ayokay will launch the West Volusia Hospital Authority website and CMS on the hosting server of choice.

Website Content (Optional)

Ayokay understands the importance of compelling and engaging website content in today's digital age. Our comprehensive content writing service includes up to 5,000 words of high-quality copy, spread across a maximum of 10 pages on your website. Our professional writers are committed to crafting content that speaks to your target audience and effectively communicates your brand's message and values.

Our content creation process goes beyond mere writing to ensure the best possible outcome. We take the time to interview key organizational stakeholders, allowing us to understand your brand's unique personality and objectives. This tailored approach enables us to produce content that truly resonates with your audience and drives meaningful engagement.

At Ayokay, we strive every day to help our clients grow.

We would be honored to work with your company on this important project.

Example Clients:

<https://www.regenstrief.org> – Web Design, Development, and SEO Support. We work with Regenstrief to make their web presence the best it can be.

<https://h4h.fireflyin.org> – A website that allows people to make holiday gifts and money donations to children in need in Indiana.

<https://prepdaily.org> – Branding, website build, and SEO services. Ayokay helped create a website to inform people about the importance of taking PrEP every day, in order to prevent HIV.

<https://www.performanceservices.com> - A new website, development, and SEO services for a design and construction company that delivers high-performing buildings.

PROJECT INVESTMENT

The stages may overlap a bit, but overall you can expect the project to take 12-16 weeks. If there are any questions about this quote, feel free to get in touch anytime at jeremy@ayokay.com.

WEBSITE DESIGN



SUBTOTAL

\$12,000.00

Description

Website Design Project (All Stages Outlined Above)

Optional Items



SUBTOTAL

\$3,000.00

Description

Price



Website Content (up to 5,000 words across 10 pages)

\$3,000.00

Total

\$15,000.00

Website Hosting & Support

Ayokay offers professional, fast website hosting & website support for all of our website clients. We manage and provide our own enterprise level hosting environments, which is \$1200/year and includes plenty of speed, bandwidth and space to host your website. With Ayokay hosting, you still own your website and we would never hold your website hostage.

Our monthly Support engagements start at \$300/mo. A separate agreement will be created for these items, which would begin when the website is launched.

Maintenance and Support

Packages

	Recommended	
Maintenance	Standard	Premium
\$300.00	\$750.00	\$1,500.00
/ month	/ month	/ month
Select	Select	Select
<ul style="list-style-type: none">✓ Monthly WordPress Core & Plugin Updates✓ Access to Ayokay Support Ticket System (All time billed at \$150/hr)	<ul style="list-style-type: none">✓ Monthly WordPress Core & Plugin Updates✓ Access to Ayokay Support Ticket System w/ 5 Hours of Support Time (Additional Hours Billed at \$150/hr)✓ Monthly Check-in Meeting (30 Minutes)	<ul style="list-style-type: none">✓ Monthly WordPress Core & Plugin Updates✓ Access to Ayokay Support Ticket System w/ 10 Hours of Support Time (Additional Hours Billed at \$150/hr)✓ Monthly Check-in Meeting w/ Analytics Reporting (30 Minutes)

Total

\$0.00

Our Team

Your High Caliber Digital Marketing Experts

Ayokay Creative is a collaborative boutique of web developers, graphic design artists, social media experts, content writers, and event-based marketers. We have experience in many industries including e-commerce, health and public health, government, B2B, fresh produce and packaged products.

Most importantly, we understand how consumers want to interact with you and your brand, and strive to deliver measurable ROI to our clients.

Collectively we have decades of experience in online marketing, design and development. As a small company, we are able to provide the benefit of personal attention to your company and goals. We love to “nerd out” over data that helps your business grow.



We can't wait to get to work for you.

Please note the following items in relation to this scope of work:

Payment: Payment terms include a deposit of 40% upon signing this agreement, and 15% monthly until 100% is paid. If the website is complete and ready to launch prior to reaching 100%, the remaining will be due prior to launch.

Trust: The success of this engagement is based on mutual trust. Ayokay works under the assumption that West Volusia Hospital Authority is extending their complete trust to Ayokay to lead this engagement to a successful website launch and successful ongoing marketing engagement.

Revisions: All deliverables will be subject to one round of revisions unless noted. Additional revisions may result in additional billable time at a rate of \$150/hr and/or adjustments to timelines and deadlines.

Content: All site content including text, images, graphics and videos will be supplied by West Volusia Hospital Authority, except where noted in agreement. Delays in content delivery may result in additional billable time and/or adjustments to timelines and deadlines.

Feedback and Deliverables: West Volusia Hospital Authority will supply timely and articulate feedback on Ayokay deliverables. Delays in feedback and delivering needed project assets (content, images, etc.) may result in the project being put on hold. The standard time frame for feedback is three (3) business days. A delay of five (5) or more business days may cause the project timeline to be altered.

Additional Work: Should work be requested that falls outside of the above scope, Ayokay will estimate said work for hours to assess if any timeline changes will be required. If further work is agreed upon, said work will be completed at \$150/hr.

Relationship: The relationship with West Volusia Hospital Authority will be that of an independent contractor.

Terms & Conditions

This **Agreement for Services** (this "Agreement") is made, by and between Ayokay, LLC ("Ayokay"), having its principal place of business at 7202 N Shadeland Ave Ste 200, Indianapolis, IN 46250, and West Volusia Hospital Authority ("Client") having its principal place of business at PO Box 940 DeLand, FL 32721-0940, USA. Ayokay and Client hereby agree as follows:

1. **Engagement of Ayokay.** Client hereby engages and retains Ayokay to provide certain services, including but not limited to project management, search engine optimization, web marketing, design, development, training and consulting (the "Services"), as requested by Client from time to time, with such rights and responsibilities and upon such terms and conditions as hereinafter set forth, and Ayokay hereby accepts such appointment.
2. **Project Statement of Work.** The Services to be provided by Ayokay under this Agreement, together with the fees to be paid by Client therefor, shall be defined and described in (1) written project statement(s) of work to be negotiated and executed by the parties prior to the commencement of such Services (each an "SOW"), the form of such work order(s) to be provided by Ayokay management or (2) written communication from Client requesting work to be completed, to be invoiced by Ayokay for hours spent completing the requested work.

Client hereby agrees and acknowledges that Ayokay shall have the right to assign or delegate any or all of its rights, duties and obligations to one or more third parties selected by Ayokay.

3. **Payment Terms.** Ayokay shall invoice Client on a monthly basis for Services rendered, and associated expenses. Ayokay may, in its sole discretion, invoice on a less frequent basis. Client shall pay Ayokay within 15 days from the date of such invoice, unless otherwise expressly agreed to in the "Assumptions & Terms" of this Agreement. Notwithstanding anything to the contrary contained herein, in the event a SOW is not agreed upon by Ayokay and Client within 30 days hereof, Ayokay may invoice Client for any Services provided at the rate of \$150.00 / hour.

4. **Use of 3rd Party Services and 3rd Party Hosting.**

(a) **Services.** The use of any 3rd party services or content, including photography, videos, copywriting and paid web marketing services such as Google AdWords, Bing Ads and Facebook Ads, will be paid by for by Client. Client will approve all such fees prior to use or billing. In some instances Client will be required to establish direct accounts with 3rd parties including partner agencies or freelancers; in other instances Ayokay will itemize and invoice for these 3rd party services. Ayokay shall not be responsible or liable for any loss or

damage of any sort incurred as the result of any use by Client of 3rd party services or content. Client hereby releases Ayokay, its officers, employees, agents and successors in rights from claims, demands and damages (actual and consequential) of every kind or nature, known or unknown, suspected and unsuspected, disclosed and undisclosed, arising out of or in any way related to Client's use of any 3rd party services or content. Ayokay may incorporate any open source or third party software into any deliverable. Ayokay may use independent consultants or subcontractors to provide any of the services to be provided to Client hereunder.

(b) Hosting. In the event that Ayokay shall provide hosting services pursuant to a Hosting and Support Services Addendum between Ayokay and Client, such hosting services will be provided by a third party in the sole discretion of Ayokay. Ayokay makes no warranty or guarantee regarding the availability or uptime of the Hosting Services, but shall use commercially reasonable efforts to monitor and remedy the Hosting Services for outages or errors.

5. Support and Maintenance Services. Ayokay shall provide to Client those support, maintenance and training services expressly set forth in the Hosting and Support Addendum (if any) or Statement of Work, for the term, and with the payment terms, set forth in such Hosting and Support Addendum or Statement of Work.

6. Acceptance of Deliverables. "Deliverables" means all concepts, works, information, data, specifications, designs, configurations, algorithms, analytics, software (both in source code and object code form), artwork, slogans, logos, processes, methods and other ideas, materials developed, conceived, provided, created, or acquired by Ayokay for Client pursuant to this Agreement and in each SOW executed and delivered by the parties hereunder. Client shall have 3 business days from the date of receipt of completed Deliverables to accept or reject such Deliverables (the "Rejection Period"). If Client determines that such Deliverables require changes, Client will notify Ayokay in writing and Ayokay shall modify the Deliverables in accordance with such request, provided that such requested modifications remain with the scope of work set forth in any applicable SOW. In the event Client shall not provide written notice to Ayokay of its rejection of any Deliverables prior to the termination of the Rejection Period, such Deliverables shall be deemed accepted and final by Client.

7. Confidentiality. This Agreement creates a confidential relationship between Ayokay and Client. Information concerning Ayokay and Client business affairs, vendors, finances, properties, methods of operation, computer programs, employees, documentation, and other such information whether written, oral, or otherwise, is confidential in nature. Ayokay and Client shall not disclose any such confidential information to any 3rd parties, except as required by law.

8. Non-solicitation. Client agrees during the time that Ayokay is actively working with Client and eighteen (18) months thereafter that it will not, for itself or on behalf of another, directly or indirectly, (i) hire or offer to hire or engage in any manner any employee or contractor of Ayokay or its affiliates ("Ayokay Associate") or any person who has been an Ayokay Associate within 180 days of such hire, (ii) persuade or attempt to persuade in any manner any Ayokay Associate to discontinue an employment or contracting relationship with Ayokay or its affiliates or (iii) solicit or divert or attempt to divert any current, former or known prospective client of Ayokay or its affiliates.

9. Intellectual Property Ownership.

(a) The parties acknowledge and agree that the Deliverables (excluding any Excluded Components, as defined below) will be a work made for hire, and Client owns and shall own all right, title and interest in and to the Deliverables (excluding any Excluded Components) including, without limitation, all intellectual property rights therein or related thereto, including intellectual property rights relating to any functional specifications, technology, methods, apparatus, or processes underlying or embodied within the Deliverables. To the extent that such rights do not automatically vest in Client hereunder or by operation of law as works made for hire, Ayokay agrees to and hereby does assign, convey and transfer all right, title and interest it may have or acquire in or related to the Deliverables (excluding any Excluded Components) to Client, including, without limitation, all intellectual property rights therein or related thereto, including intellectual property rights relating to any functional specifications, technology, methods, apparatus, or processed underlying or embodied within the Deliverables. Client and Ayokay shall not challenge the others proper ownership of the Deliverables or any part thereof. Notwithstanding the foregoing, this paragraph only applies to the extent that Client has paid Ayokay all amounts owed

hereunder. "Excluded Components" means any software tools, libraries, or general purpose code previously developed by Ayokay prior to the date hereof and used in connection with the development of any software hereunder. "Excluded Components" also means any code developed and used by Ayokay and not paid for by Client. If "Excluded Components" are to be used it must be approved and signed by Client prior to use.

(b) To the extent the Deliverables includes any Excluded Components, Ayokay hereby grants to Client an irrevocable, unlimited, fully-paid, non-exclusive, worldwide, freely-transferable, freely-sublicensable (including through multiple tiers), freely-divisible license to use the Excluded Components, including all intellectual property rights relating thereto, and including intellectual property rights relating to any functional specifications, technology, methods, apparatus, or processes underlying or embodied within the Excluded Components.

(c) IN NO EVENT SHALL AYOKAY BE LIABLE FOR ANY INCIDENTAL, SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF GOODWILL, OR TORTIOUS CONDUCT RELATING TO, CAUSED BY, OR ARISING OUT OF ANY BREACH OF ITS OBLIGATIONS OR Client'S USE OR INABILITY TO USE the DELIVERABLES OR SERVICES, EVEN IF AYOKAY OR Client HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS OR DAMAGES.

10. Warranty: Disclaimer.

(a) Services and Deliverables. Ayokay represents and warrants that (a) it will provide the maintenance, training and support services (if any) in a manner consistent with generally accepted industry standards, and (b) the Deliverables shall perform substantially in accordance with the specifications set forth in a SOW under normal use.

(b) Disclaimer. Except as expressly set forth in Section 10, no other warranty is made with respect to the Services, Deliverables or other products or services provided by Ayokay, including but not limited to any implied warranty of merchantability, fitness for a particular purpose, non-infringement of third party rights and those arising from a course of dealing or usage of trade. No warranty is made that use of the Deliverables will be error free, that it will operate uninterrupted, that any errors will be corrected, or that the Deliverables functionality will meet Clients requirements.

(c) Liability. Ayokay expressly disclaims any liability for ensuring compliance with local, state and federal ordinances, laws and regulations regarding the marketing, advertising and sale of Client's products or services. Compliance with such legal requirements is the SOLE AND EXCLUSIVE RESPONSIBILITY of client, and client shall be solely liable for any damages resulting from noncompliance, as well as for all additional costs associated with compliance. Ayokay will cooperate with Client, under Client's direction and subject to Client's approval, to comply with all such legal requirements. Client shall be solely responsible and liable for all final products and approved work, and shall fully indemnify Ayokay therefore. Client expressly acknowledges and agrees that, once presented by Ayokay, any work not rejected within 3 business days shall be deemed fully accepted and approved by Client.

11. Independent Contractor. Ayokay's relationship to Client in all matters relating to this Agreement is that of an independent contractor, and Ayokay shall have no right to, and will not, bind, assume or obligate Client for anything in any manner.

12. Benefit of Agreement. The terms and provisions of this Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns.

13. Choice of Law. This Agreement shall be governed by and construed in accordance with the laws of the State of Indiana.

14. No Waiver. No failure on the part of any party at any time to require the performance by any other party of any term of this Agreement shall be taken or held to be a waiver of such term or in any way affect such parties' right to enforce such term, and no waiver on the part of any party of any term of this Agreement shall be deemed a continuing waiver or a waiver of any other term hereof or the breach thereof.

15. Entire Agreement; Modifications. This Agreement contains the entire understanding among the parties with respect to the subject matter hereof; all representations, promises and prior or contemporaneous understandings between the parties are merged into and

expressed in this Agreement; and any and all prior agreements with respect to the subject matter hereof between the parties are hereby canceled. This Agreement may not be amended, modified or supplemented without the written agreement of the parties at the time of such amendment, modification or supplement.

16. Assignment. Neither this Agreement, nor any right hereunder, may be assigned by either of the parties hereto without the prior written consent of the other party hereto.

17. Captions. The captions in this Agreement are for convenience and identification purposes only, are not integral part of this Agreement, and are not to be considered in the interpretation of any part hereof.

18. Attorneys' Fees. In any action at law or in equity to enforce any of the provisions or rights under this Agreement, the unsuccessful party to such dispute, as determined in the manner set forth in this Agreement, shall pay the successful party all costs, expenses and reasonable attorneys' fees incurred by the successful party (including, without limitation, costs, expenses and fees on any appeals), and if the successful party recovers judgment in any such action or proceeding, such costs, expenses or attorney's' fees shall be included as part of the judgment.

19. Severability. In the event any particular provision or part of this Agreement shall be held invalid or unenforceable by any court of competent jurisdiction, such holding shall not affect the validity, enforceability or legality of the remaining provisions hereof, and this Agreement shall continue in all respects as if such invalid or unenforceable provision had not been contained herein. If any provision of this Agreement is in conflict with any applicable statute, rule or other law, it shall be deemed, if possible, to be modified or altered to conform thereto or, if not possible, to be omitted herefrom.

20. Notices. All notices or other documents under this agreement shall be in writing and delivered personally, via email to the other party at its last known email address, or mailed by certified mail, postage prepaid, addressed to the other party at its last known addresses.

Acceptance

I hereby agree to the terms included and warrant that I have the authority to bind my organization to this Statement of Work.

Accept

Captivation Agency

Project Overview

Captivation will provide comprehensive services including conceptual ideation, user experience design, and technical development to create a new, cutting-edge web presence for West Volusia Hospital Authority.

As the leading provider of access to health care for the qualified indigent residents of the West Volusia taxing district, it is important for your website to be visible, accessible, and actionable for those who need you most.

Our team has carefully analyzed your current website and identified areas for improvement in terms of design, user experience, and functionality. We endeavor to build you a website that will not only enhance the visual appeal of your online presence but also improve your website's ability to connect your visitors with life-changing healthcare services.

Your new website will also be built with the consideration of your internal team as "our user" to ensure easy and straightforward updates to the copy and content.

Proceed with Clarity

In order to create the ideal web presence for your brand, we must first identify your target audience.

Captivation will collaborate with West Volusia Hospital Authority to fully identify your target user audience - mapping their unique characteristics, the devices they most commonly access website content on, their preferred language of consuming content, etc.

Only after mapping the key characteristics of the target audience will we have the insights needed to effectively craft a site primed for their use.

Content Planning

Now that we have developed a clear understanding of our key users, we are now prepared to review and optimize your existing content to ensure it resonates with that target audience.

To set a foundation for the new website's content, we will create a shared Google Doc for you to make edits (as needed) to your existing site content - prior to development.

Copywriting services are available to you and if required, may be subject to a scope expansion.

Leading Standards

The resulting website will be designed in strict adherence to your established brand guidelines, which will dictate the use of specific fonts, colors, and logos. Additionally, our team will leverage the most current and effective web standards, including:

- Responsive design to ensure optimal performance on all devices
- Carefully crafted user flows to maximize user engagement and experience
- Website crawl and indexability to optimize search engine visibility and reach a larger audience

At Captivation, we are dedicated to creating a web presence that not only captures the essence of your brand but also provides a seamless and engaging experience for your target audience.

Our focus on these core web standards will help ensure that the resulting website is a successful tool for achieving your business goals.

The "Geeky" Stuff

At Captivation, we believe in utilizing the most current and effective technologies to ensure that your website stays up-to-date and secure. That's why we will be using a WordPress content management system and a unique, themeless framework to create your new web presence.

With this approach, your website will no longer be limited to a codebase that will eventually become outdated, as is the case with your current architecture. By minimizing the amount of code written and stored on the server, we can greatly reduce the risk of security concerns related to outdated or deprecated code.

Furthermore, this approach future-proofs your site's architecture, ensuring that it always utilizes the most up-to-date code base. This will help ensure that your website remains secure, performs optimally, and provides a seamless user experience well into the future.

Positioned for Future Growth

We are committed to creating a web presence that will meet the evolving needs of West Volusia Hospital Authority both now and beyond.

Our comprehensive approach to web design, coupled with ongoing evolutions and advancements in design trends and user experience, will ensure that your website remains effective and relevant for years to come.

Measuring the Impact

As with every solution we craft with our clients, it is important to determine what meaningful and measurable results will look like for the organization. Once key performance indicators have been defined, Captivation will ensure the best-suited tracking mechanism is employed to ensure such data can be captured and shared with West Volusia Hospital Authority.

Milestones

- Initial Conversation (Completed)
- Scope Outline/Proposal Presentation
- Project Kick-Off Meeting - Ideation Commencement
- User Mapping
- Website Ideation & Planning
- Client Review & Approval of Next Steps & Timescales Defined
- Design & Development of New Website as Outlined Below:
 - Create Google Doc for Website Page Content for Client Update/Approve
 - Provision Website Hosting
 - Website Development - (Internal) Review & Quality Assurance Review
 - Client Review/Submission of Revisions (if applicable)
 - Client Approval
 - Website Launch
 - Submission to Search Engines

Timescales

- User Mapping: 2 Weeks
- Create Google Doc for Website Content (if applicable): 1-3 Day(s)
- Provision Website Hosting: 1-3 Day(s)
- User Experience Design: 1-2 Week(s)
- Website Development: 4 Weeks
- Internal Quality Assurance Review: 1 Week
- Client Review/Submission of Revisions (if applicable): 1 Week (dependant upon feedback received)
- Client Approval & Launch: 2 Days
- Submission to Search Engines: 1 Day

Terms & Assumptions

- Unless otherwise mentioned, a maximum of 2 revision rounds are included in this scope and can be utilized if needed. Additional revision rounds may be subject to a scope and/or budgetary expansion.
- Delay in feedback from West Volusia Hospital Authority may cause associated delays on deliverables/timescales.
- Any and all items not listed herein (including, but not limited to deliverables, or modifications to the timing thereof) may be subject to additional scope outlines and/or timescales.
- West Volusia Hospital Authority will provide, to the best of its ability, any and all resources needed to assist in driving positive outcomes for the deliverables outlined above.
- Timescales outlined above are relative to "business" days. Work required on weekends and/or holidays may be subject to additional budgetary expansion.

Project Investment

Creative Planning, Ideation, Design & Development

As outlined herein.

\$12,500

Premium WordPress Hosting & Site Care by Captivation

Includes managed updates to WordPress framework and plugins. With Captivation as your hosting partner, your website is regularly monitored for uptime and performance to provide the best possible experience for your visitors. To protect against data loss, daily backups of your website and database are taken and stored securely. This means that in the event of a problem, your files can be easily restored to a previous version. Your website hosting is optimized for speed, thanks to the latest in content caching technology. This means that pages will load quickly for visitors, improving their experience and keeping them engaged with your content. Your website's security is a top priority. We employ best practices in site security monitoring to protect your files and visitors from potential threats. Unwanted spam messages are a thing of the past, as we employ effective spam blocking to keep your inbox free of spam and malicious content. Your images are optimized for maximum quality and fast loading times, thanks to our server-level dynamic optimization and image serving process. This ensures that your content always looks its best and is easily accessible to your visitors. Minor tasks are handled quickly and efficiently, with up to 2-hours of related support per month. Please be advised that email hosting and management are not part of our service offering and should be arranged through a separate provider or IT staff.

\$350 /month

Termageddon & Usercentrics Online Policy Tools

As an agency partner of Termageddon & Usercentrics, Captivation is proud to extend this technology to our clients. Termageddon is a generator of policies for websites and applications. As laws change, so do the policies, keeping your company protected and allowing you to focus on more important things. The Usercentrics Consent Management Platform (CMP) enables transparency for the use of cookies and other tracking technologies on your website.

\$25 /month

Total

\$12,500

Monthly Total

\$375

Accessibility Notice

While we go to great lengths to ensure the collateral we create is accessible to the largest number of individuals (including those with disabilities), we rely on our partners and the tools they build/manage/update regularly to ensure we are as up to date with regard to compliance as we possibly can be. Although we are taking measures to ensure your content is accessible by all individuals, we do not guarantee ADA compliance unless otherwise mentioned.

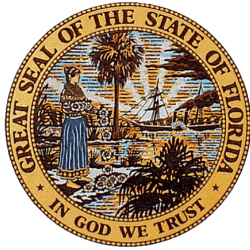
Our Guarantee

- **No Jargon** - We will never use industry jargon to intentionally confuse you, only language that is easy to understand.
- **No Surprises** - We will never spend more than your desired budget or charge you for things you weren't expecting.
- **No Ghosting** - We will never disappear on you and promise to return all of your messages within 1 business day.

West Volusia Hospital Authority - Operational Audit			
Follow-Up on Report No. 2022-174			
Finding #	Summary of Finding	Recommendation	Actions Taken to Resolve Finding
1	Contrary to State law, the Authority did not provide requested records needed to achieve all the objectives of our audit, thereby imposing significant constraints on the conduct of our audit.	In future audits, the Authority should demonstrate a commitment to accountability and comply with all auditor requests when such requests are made in accordance with Federal and State laws.	The Auditor General's findings and concerns with the initial audit were resolved with an agreed-upon workaround of providing the requested documents through the Department of Health at the January 26, 2023 hearing before the JLAC at the Capitol. WVHA believes this agreed-upon procedure was necessary to comply with its obligations under State law to avoid becoming complicit with the unauthorized disclosure of HIV Test Results to any State agency (other than the Department of Health itself) without specific releases signed by those tested. The Authority will continue to demonstrate a commitment to accountability and comply with all auditor requests when such requests are made in accordance with Federal and State laws. The Authority will continue to demonstrate a commitment to accountability and comply with all auditor requests when such requests are made in accordance with Federal and State laws. To facilitate the Auditor General's follow-up, the Authority has modified the subject HIV testing funding agreement to require that starting October 1, 2022, invoices and utilization reports must state how many encounters each de-identified client has had during the immediately preceding 3-month period. The subject provider's funding agreement has also been modified to require year-end reporting to WVHA in a de-identified manner how many positive versus negative HIV tests results were conducted during the preceding budget year. The current agreement with RAO was emailed to the State with a note that Section 4.1 on page 2 was updated to include indication of the number of encounters in the preceding 3-month period for each client.
2	The Authority should enhance its oversight and monitoring procedures to provide greater assurance that grantees provide services consistent with the Board's intent and that payments to grantees are appropriate, properly supported, and in compliance with agreement terms and	The Authority should enhance its oversight and monitoring procedures to provide greater assurance that grantees provide services consistent with the Board's intent and that payments to grantees are appropriate, properly supported, and in compliance with agreement terms and conditions. In addition, the Authority should: •Include provisions in future Human Immunodeficiency Virus (HIV) Grantee agreements requiring the Grantee to provide records, including records supporting the clients served, the services provided, and test results, in sufficient detail to enable the Board to effectively monitor and evaluate Grantee performance.	The Authority has retained James Moore & Co., P.L., previously its auditor, as its new accounting firm to provide advice and make recommendations that will enhance WVHA's oversight and monitoring procedures and provide greater assurance that grantees provide services consistent with the Board's intent and that payments to grantees are appropriate, properly supported, and in compliance with agreement terms and conditions. The current agreement with RAO was emailed to the State with a note that Section 4.1 on page 2 was updated to include indication of the number of encounters in the preceding 3-month period for each client.
3	The Authority did not have adequate policies and procedures to ensure that grantee compliance review reports contained all information necessary for the Authority to make fully informed decisions on reported results. Additionally, the Authority Board did not always take appropriate action of record to resolve deficiencies identified in those reports.	The Board should require its accounting firm to include in the compliance reports the amounts received by grantees. In addition, the Board should adopt written policies and procedures to ensure that the compliance reports include all factors and information, including questioned costs and a reasonable estimate of the potential total exceptions and deficiencies, necessary for the Board's informed consideration of grantee performance. Also, the policies and procedures should require the Board to take appropriate actions based upon findings and recommendations noted in compliance reports. Such actions should include waiving or requiring repayment of questioned costs and determining whether additional compliance testing is warranted.	The Board now requires its new accounting firm to include in the compliance reports the amounts received by grantees and a synopsis of any questioned costs and a reasonable estimate of the potential total exceptions and deficiencies, necessary for the Board's informed consideration of grantee performance. Based on its review of these compliance reports and a chart to be maintained by its new Administrator that summarizes how the Board has handled past deficiencies, the Board will take appropriate actions such as potentially waiving or requiring repayment of questioned costs and determining whether additional compliance testing is warranted. Final site visit reports were received by the WVHA Board of Commissioners between January 19 and April 20 of 2023. Final site visit reports performed by James Moore were emailed to the State.

West Volusia Hospital Authority - Operational Audit			
Follow-Up on Report No. 2022-174			
Finding #	Summary of Finding	Recommendation	Actions Taken to Resolve Finding
4	The Authority paid a grantee for medical services pursuant to invoices not supported by the detailed records required by the grant agreement.	The Authority should require the grantee providing pharmacy services to provide the invoice supporting information required by the funding agreements and ensure that the information is utilized for payment processing and accomplishing the Authority's contract monitoring responsibilities. If the Board determines that such documentation is not necessary to support grantee invoices, the Board should remove the requirements from the funding agreements and establish alternate payment and monitoring procedures to ensure that the grantee is providing the contracted services in accordance with the Board's expectations.	This finding was related to information provided by the Authority's former contracted pharmacy. In 2021, the Authority contracted with a new agency to provide pharmacy services. The Authority requires this new grantee to provide the invoice supporting information required by the funding agreements and ensure that the information is utilized for payment processing and accomplishing the Authority's contract monitoring responsibilities. January through May 2023 Rx passthrough invoices with backup were uploaded to the State's folder as requested. Invoicing runs a month behind the services.
5	The Authority did not approve health care services agreements between the Authority's third-party administrator and health care providers that obligated the Authority to pay for the health care services.	The Board should adopt policies and procedures to require contracts negotiated by the third-party administrator on the Board's behalf be Board-approved at a publicly noticed meeting.	<p>The WVHA reimburses its Third Party Administrator ("TPA") on a fee-for-service basis for the hospital and specialty care services needed by Health Card members. The TPA is responsible for establishing its own hospital and specialty care networks, based on contracts that it negotiates directly with providers. WVHA determines an overall budget for these hospital and specialty care services and also determines a maximum potential reimbursement rate tied to comparable Medicaid or Medicare rates, but WVHA's agreement with the TPA permits and provides incentives for the TPA to negotiate lower rates with individual providers. While approving health care provider agreements at a publicly noticed Board meeting would enhance transparency, WVHA has learned based on past experience that it would also limit the negotiating power of our TPA and increase overall costs of providing healthcare to taxpayers. Once one provider knows what other providers are willing to accept, the WVHA loses the ability to get the competitive reimbursement rates.</p> <p>WVHA is deeply committed to transparency in government, particularly where it is required by State laws such as the Public Records and Sunshine Law. But, WVHA is also deeply committed to reducing the costs of government to taxpayers. Because the audit team acknowledged during the exit interview that there is no legal requirement that WVHA directly approves these provider agreements between the TPA and its network of providers, WVHA will continue allowing the TPA to negotiate for lower rates with its own network of providers and passing along those savings to taxpayers.</p>
6	The Authority accumulated significant resources that may be in excess of amounts necessary for the Authority to fulfill its duties and responsibilities.	The Authority should adopt a written policy that establishes minimum and maximum levels of unrestricted fund balance. In addition, the Board should establish a plan to address any excessive General Fund resources, for example, the Board could reduce ad valorem tax levies or expand health care services to West Volusia residents.	Based upon the advice and a recommendation from its new accounting firm, James Moore & Co., P.L., the Authority has adopted a written policy that establishes a target range of unassigned/assigned fund balance and is implementing a plan to move the unassigned/assigned fund balance toward that target range. The accounting and fiscal policy adopted 11/17/22 was emailed to the State.
7	The Authority had not established written budget preparation policies and procedures. Additionally, contrary to State law, the 2015-16 through 2020-21 fiscal year budgets generally did not include estimated beginning or ending fund balances.	The Authority should establish written budget policies and procedures that require budgets to include balances brought forward from prior fiscal years as required by State law.	Based upon the advice and a recommendation from its new accounting firm, James Moore & Co., P.L., the Authority has established procedures that require budgets to include balances brought forward from prior fiscal years as required by State law. The pdf of the current budget was emailed to the State, and we noted that it includes the balance brought forward from the prior fiscal year.

West Volusia Hospital Authority - Operational Audit			
Follow-Up on Report No. 2022-174			
Finding #	Summary of Finding	Recommendation	Actions Taken to Resolve Finding
8	The Authority had not established policies and procedures governing the removal of Citizens Advisory Committee (CAC) members. In addition, in May 2019, the Authority Board removed a CAC member at a public meeting without placing the member's removal on the agenda, which	To promote transparency of Authority operations and encourage community involvement, the Board should: <ul style="list-style-type: none">•Publicly notice in advance all proposed Board actions, including those that may be deemed controversial•Amend its bylaws or otherwise establish policies and procedures for removing CAC members.	The CAC bylaws state that "The Board may expand, reduce, or abolish the Committee or replace any member without stating a cause". To avoid even the appearance that this removal power is being utilized often and arbitrarily, WVHA amended the bylaws 1/19/23 to state that "The Board may expand, reduce or abolish the Committee or replace any member without stating a cause; provided however, the Board will only exercise this discretion during a regular meeting where the question is noticed on its published agenda unless exigent circumstances require otherwise". The updated bylaws were emailed to the State, and the applicable section was highlighted.
9	The Authority had not established anti-fraud policies or procedures.	The Board should establish policies and procedures for communicating, investigating, and reporting known or suspected fraud that: <ul style="list-style-type: none">•Define fraud and provide examples of acts constituting fraud.•Require individuals to communicate and report known or suspected fraud.•Provide for anonymous reporting of known or suspected fraud.	The board adopted an anti-fraud policy on 5/18/23, and it was emailed to the State.



Sherrill F. Norman, CPA
Auditor General

AUDITOR GENERAL STATE OF FLORIDA

Claude Denson Pepper Building, Suite G74
111 West Madison Street
Tallahassee, Florida 32399-1450



Phone: (850) 412-2722
Fax: (850) 488-6975

July 11, 2023

Ms. Jennifer Coen, Board Chair
West Volusia Hospital Authority
P.O. Box 940
DeLand, FL 32721-0940

Dear Ms. Coen:

Section 11.45, Florida Statutes, requires the Auditor General, no later than 18 months after the release of a report on the audit of a local government entity, to perform such appropriate follow-up procedures as deemed necessary to determine the audited entity's progress in addressing the findings and recommendations contained within the Auditor General's previous report. We will be conducting follow-up procedures related to our operational audit of the West Volusia Hospital Authority (Authority), report No. 2022-174.

The objectives of our follow-up audit are, for selected operating units, programs, activities, functions, and classes of transactions, to obtain an understanding and evaluate management's performance in establishing and maintaining internal controls, including controls designed to prevent and detect fraud, waste, and abuse and in administering assigned responsibilities in accordance with applicable laws, rules, regulations, contracts, grant agreements, and other guidelines. Our follow-up audit will examine controls that are designed and placed in operation to promote and encourage the achievement of management's control objectives in the categories of compliance, economic and efficient operations, reliability of financial records and reports, and the safeguarding of assets, including identifying weaknesses in those controls.

Authority management is responsible for administering their assigned responsibilities in accordance with applicable laws, rules, regulations, contracts, grant agreements, and other guidelines. Authority management is also responsible for establishing and maintaining effective internal controls to help ensure that specific entity goals and objectives are met; resources are safeguarded and efficiently, economically, effectively, and equitably used; and management and financial information is reliable and properly reported. Further, pursuant to various provisions of Florida law, including but not limited to, Section 11.47(1), Florida Statutes, Authority management is responsible for entering into Authority records sufficient information for proper audit or examination and for making the same available to us on demand.

We are responsible for conducting the audit in accordance with Section 11.45, Florida Statutes, and generally accepted government auditing standards (i.e., Government Auditing Standards) issued by the Comptroller General of the United States. These standards require that we plan and perform the audit to obtain reasonable rather than

absolute assurance about whether the Authority complied with applicable laws, rules, regulations, contracts, grant agreements, and other guidelines. The reasonable and efficient conduct of the audit requires that our access to Authority records and personnel not be restricted. Under generally accepted government auditing standards, the absence of such access may result in a limitation in the scope of our examination, and any such limitation, together with its impact on the audit, must be disclosed in our audit report. We respectfully request that you communicate with all affected personnel that all records necessary to complete the audit should be timely furnished to our audit staff as requested.

Generally accepted government auditing standards also require that we be alert to situations or transactions that could be indicative of abuse, which involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. The determination of abuse is subjective, and, under generally accepted government auditing standards, we are not expected to provide reasonable assurance of detecting abuse. However, if we become aware of indications of abuse, we will apply procedures to ascertain whether abuse has occurred and its effect on the audit objectives and results of the audit.

During the course of our audit field work, it is necessary for our staff to be granted access to certain records or files containing information that is exempt from public disclosure (e.g., employee social security numbers on employment records and employee travel vouchers, bank account numbers, debit, charge, and credit card account numbers on disbursement vouchers). Access to this information is requested pursuant to Sections 11.47 and 119.07(6), Florida Statutes. When the record or file is available electronically, we request that the information be made available in that format. To maintain your security over these records, please identify the contact person through whom we should address specific requests for access and the location(s) where the authorized auditors may review the records within your established security systems. Your suggestions for preserving the confidentiality of these records, and any other Authority records that staff members may request access to, will be appreciated.

At the conclusion of the audit, pursuant to Section 11.45(4)(d), Florida Statutes, we will discuss with appropriate Authority management and those charged with governance the results of our audit and submit an official list of our preliminary and tentative findings that may be included in an audit report. Following the Auditor General's receipt and review of the Authority's written statement of explanation or rebuttal concerning all of the findings, including corrective action to be taken to preclude a recurrence of all findings, a final report will be prepared and issued. The audit report when final will be a public record.

Pursuant to Section 11.45(4)(c), Florida Statutes, our audit working papers and notes are not a public record. We will retain our supporting working papers for five years after the issuance of the audit report. We will make such working papers available to applicable Federal agencies or the Comptroller General of the United States as part of a quality review, to resolve audit findings, or to carry out oversight responsibilities.

Ms. Jennifer Coen
July 11, 2023
Page -3-

An entrance conference was held on July 11, 2023, at 10:00 AM, at which time we discussed the logistics of the audit. Gina Bailey will supervise the audit, and the Audit Team Leader will be Walt Cunningham.

We look forward to working with you and your staff. Should you at any time have concerns relative to the conduct or progress of this audit, please contact me at (850) 412-2864 or Gina at (813) 940-4172. Please sign and date below to indicate your acknowledgement of, and agreement with, the arrangements for our audit, including our respective responsibilities as outlined in this engagement letter, and return the signed/dated copy to us. Thank you for your assistance.

Sincerely,



Derek H. Noonan, CPA
Audit Manager

Acknowledged and agreed on behalf of the Authority.

Authority Chair

Date

c: Authority Board Members
Stacy Tebo, Authority Administrator
Theodore Small, Authority Attorney
Webb Shephard, CPA



WEST VOLUSIA HOSPITAL AUTHORITY
Additional Policies
July 20, 2023

The following items outline various additional policies and practices as followed by the West Volusia Hospital Authority (Authority). These items may be revisited at the discretion of the Authority's Board of Commissioners or on an as-needed basis when impacted by Governmental Accounting Standards, Florida Statutes, or other formal guidance which may necessitate for these policies to be amended.

Funded Agency Monitoring

It is the Authority's policy to engage its contracted accounting firm to perform periodic inspections of invoices prepared by funded agencies for accuracy and propriety with the then current funding agreements. In so doing, the Authority will require the following procedures:

- Inquire and document as to the funded agency's monitoring procedures with respect to contract compliance.
- Select a sample of transactions and test compliance with contract provisions.
- Prepare a written report summarizing the results with recommendations to the Board of Commissioners that also include the monetary effects.

The Authority requires the compliance reports to include all factors and information necessary for the Board's informed consideration of grantee performance. The duly elected Board will consider all findings and recommendations noted in the compliance reports in exercising its discretion to decide upon appropriate corrective actions, if any.

Budget

The budget is the primary instrument of fiscal control and, accordingly, contains all projected revenues and expenditures of the Authority. The Authority's annual budget preparation always includes balances brought forward from prior fiscal years.

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.



West Volusia Hospital Authority

July 20, 2023

Ella Ran
1425 W. Voorhis Ave.
DeLand, FL 32720

Re: Letter of Appreciation

Dear Ms. Ran:

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

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

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

Sincerely,

Jennifer Coen, WVHA Chair

Ella,

I'm sorry to hear that, but I understand. This email will suffice. I will let the commissioner that appointed you know, and then she can appoint a replacement at a board meeting. Thank you for letting me know so far in advance.

Stacy Tebo
WVHA Administrator



From: Ella Ran <Ella@otentik.us>
Sent: Tuesday, June 27, 2023 11:15 AM
To: Stacy Tebo <stebo@westvolusiahospitalauthority.org>
Subject: CAC

Hi Stacy,

Unfortunately, I won't be able to continue on the CAC next year. The location and time just aren't working for me, with my other commitments that I really need to prioritize. What's the process for formally resigning?

Thanks,

Ella Ran
Managing Partner | Outsiders USA



June 22, 2023

West Volusia Hospital Authority Board of Commissioners
c/o Stacey Tebow
stebo@westvolusiahospitalauthority.org

Re: Request for HIV testing and counseling Program budget increment.

Dear West Volusia Hospital Authority Board of Commissioners,

The West Volusia Hospital Authority (WVHA) tasked Rising Against All Odds, Inc. (RAAO) to provide HIV testing and counseling services for case detection and referral/linkage to care for treatment and prevention of HIV transmission to uninfected persons from 2017 to date. Since then, RAAO has continued to deliver various services to indigent populations, most adversely impacted by various systemic and structural barriers such as poverty, unstable housing or homelessness, and lack of medical insurance, among others. Moreover, most of these clients have untreated chronic conditions that deteriorate their health and ultimately result in excessive emergency department visits at an average cost of \$7,321 per person (Florida Agency for Health Care Administration [AHCA], 2019) and impose a higher burden on West Volusia taxpayers. This burden can be alleviated by ensuring that those diagnosed with diseases such as HIV/AIDS/STIs and other chronic or infectious diseases are enrolled and retained in care for treatment and prevention.

RAAO was awarded a total of \$145,140.00 for 12 months for FY23 towards HIV program Testing and Counseling services. In the first 8 months of this current fiscal year, RAAO has provided prevention education, testing and linkage to care services averaging **\$18,142.50** per month. With this projection we will need **\$72,570** for continued community services to support the balance of the fiscal year.

When the funding application was submitted, RAAO's goal was to diversify its revenue sources. For the previous three years RAAO has reduced its request for funding from the WVHA in each year. RAAO's efforts to increase revenue from non-WVHA funded programs has faced challenges in an unexpected revenue reduction due to government policy changes.

In 2022 (November/December), nearly half (48%) of nonprofit organizations saw a drop in revenue, RAAO is a part of this statistic. Inflation-induced fluctuations, cost of goods, and other uncontrollable expenses have led to increased demands for services along with rising operating expenses. Each of these are significant factors that have resulted in modifications to RAAO's budget and projected revenue. RAAO has been forced to absorb these steep operational cost increases, while also serving an *increased* population of people in need of our services.

For the current fiscal year, RAAO has provided 1,955 non-billable services. RAAO has seen 866 unique clients with an average of three (3) billable services per client. This is up from 2.2 billable services per client in the last fiscal year. Because of the increased demand for services, RAAO only has \$1,952 in funds available for drawdown from WVHA funding for the HIV/AIDS Outreach Program. When this is deducted from the amount in this request, \$70,618 additional funding is requested from the WVHA to support the program's continued services delivery to our marginalized and underserved populations.

RAAO remains committed to its vision and mission of serving the community by promoting health equity and bridging the gap in healthcare through HIV/AIDS awareness; increased HIV testing, linkage to care, treatment, and access to prophylactic medication (PrEP/nPEP). RAAO also provides support services such as case management, medical transport, WVHA health card processing, food stamp applications, Medicaid application assistance, emergency food/clothing, cost of procuring documents (e.g. Identity Card, Birth Certificates, Social Security Card, and Volusia Homeless Registration); and reduction of stigma and other barriers to healthcare access. RAAO has been steadfast and is mission-driven to rising against all

odds in the face of this budget shortfall.

Support from the WVHA has been instrumental in ensuring that our agency fulfills its mandate of serving the indigent population of West Volusia. Therefore, RAAO is humbly requesting the West Volusia Hospital Authority (WVHA) Board of Commissioners to give consideration to this request for additional funding in the amount of \$70,618.00. We look forward to your consideration.

Respectfully,

Brenda V. Flowers

Brenda Flowers, CEO

o: (386) 202-4209 ext 1315

m: (386) 215-7881

e: bdalley@risingagainstallodds.com

WEST VOLUSIA HOSPITAL AUTHORITY

FINANCIAL STATEMENTS

JUNE 30, 2023



ACCOUNTANTS' COMPILATION REPORT

To the Board of Commissioners,
West Volusia Hospital Authority:

Management is responsible for the accompanying financial statements of West Volusia Hospital Authority (the Authority), which comprise the balance sheet – modified cash basis as of June 30, 2023, and the related statement of revenue and expenditures budget and actual – modified cash basis for the one month and year to date period then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or the completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

Management has elected to omit 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.

DeLand, Florida
July 20, 2023

**WEST VOLUSIA HOSPITAL AUTHORITY
BALANCE SHEET - MODIFIED CASH BASIS
JUNE 30, 2023**

ASSETS

Ameris Bank - operating	\$ 7,459,210
Ameris Bank - MM	294,674
Ameris Bank - Medicaid MM	2,526,398
Ameris Bank - payroll	20,539
Mainstreet Community Bank - escrow	200,000
Mainstreet Community Bank - MM	1,723,038
Surety Bank - MM	7,503,420
Mainstreet Community Bank - Certificates of deposit	9,224,923
Prepaid items and deposits	2,000
Total Assets	<u><u>\$ 28,954,202</u></u>

FUND BALANCE

Total Fund Balance	<u><u>\$ 28,954,202</u></u>
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See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND NINE MONTHS ENDED JUNE 30, 2023

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Revenues					
Ad valorem taxes	\$ 541,430	\$ 15,537,083	\$ 15,900,000	\$ 362,917	98%
Interest income	99,269	276,116	45,000	(231,116)	614%
Other income	-	-	-	-	0%
Total revenues	640,699	15,813,199	15,945,000	131,801	99%
Expenditures					
Healthcare expenditures					
Hospitals					
Halifax Hospital	66,890	957,660			
AdventHealth	82,550	1,195,191			
Total hospitals	149,440	2,152,851	3,000,000	847,149	72%
Specialty Care Services					
Specialty Care - ER	4,744	64,825			
Specialty Care - Non-ER	374,293	2,562,663			
Total Specialty Care Services	379,037	2,627,488	3,000,000	372,512	88%
Emergency Room Care	54,407	574,386	1,000,000	425,614	57%
Primary Care	200,577	1,654,315	2,500,000	845,685	66%
Pharmacy	55,558	356,212	900,000	543,788	40%
Florida Dept of Health Dental Svcs	16,724	91,654	150,000	58,346	61%
Hispanic Health Initiatives	6,600	44,125	75,000	30,875	59%
Community Legal Services	7,152	48,300	105,794	57,494	46%
Rising Against All Odds	22,550	143,188	145,140	1,952	99%
HSCFV - Outreach	7,215	54,267	81,560	27,293	67%
HSCFV - Fam Services	10,445	44,593	76,331	31,738	58%
The House Next Door	463	14,819	60,000	45,181	25%
SMA - Homeless Program	7,051	72,176	78,336	6,160	92%
SMA - Residential Treatment	41,800	432,110	550,000	117,890	79%
SMA - Baker Act - Match	-	277,645	300,000	22,355	93%
H C R A - In County	11,319	39,665	400,000	360,335	10%
H C R A - Outside County	1,541	16,717	400,000	383,283	4%
The Neighborhood Center	8,900	77,750	100,000	22,250	78%
Healthy Communities Kid Care Outreach	4,967	42,126	72,202	30,076	58%
Other Healthcare Expenditures	-	-	370,000	370,000	0%
Total healthcare expenditures	985,746	8,764,387	13,364,363	4,599,976	66%
Personnel services					
Regular salaries and wages	5,425	48,825	65,588	16,763	74%
FICA	415	3,966	5,017	1,051	79%
Retirement	646	4,758	8,467	3,709	56%
Life and Health Insurance	951	7,915	12,000	4,085	66%
Workers Compensation Claims	-	9,764	25,000	15,236	39%
Total personnel services	7,437	75,228	116,072	40,844	65%
Other expenditures					
Legal Counsel	4,928	48,900	85,000	36,100	58%
Outside Legal Counsel	5,000	51,077	72,000	20,923	71%
Outside Legislative Advisory	6,000	54,000	72,000	18,000	75%
Audit	-	19,170	20,000	830	96%
General Accounting	9,000	72,000	108,000	36,000	67%
Application Screening - THND	36,396	293,098	447,364	154,266	66%
Application Screening - RAAO	4,608	28,608	81,452	52,844	35%
TPA Services (EBMS)	30,823	246,435	682,000	435,565	36%
Building Occupancy Costs	-	-	100,000	100,000	0%
Advertising	214	2,617	10,000	7,383	26%
Other Operating Expenditures	380	25,562	30,000	4,438	85%
Office Supplies	-	-	6,749	6,749	0%
Tax Collector & Appraiser Fee	10,779	523,893	650,000	126,107	81%
City of DeLand Tax Increment District	-	111,805	100,000	(11,805)	112%
Total other expenditures	108,128	1,477,165	2,464,565	987,400	60%
Total expenditures	1,101,311	10,316,780	15,945,000	5,628,220	65%
Excess (deficiency) of revenues over expenditures	\$ (460,612)	\$ 5,496,419	\$ -	\$ (5,496,419)	0%

See accountants' compilation report.