

West Volusia Hospital Authority  
BOARD OF COMMISSIONERS BUDGET WORKSHOP  
July 17, 2025  
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. Reserve Spending Plan
  - B. WVHA 2025-2026 Budget Forecast
  - C. County's Proposed Medicaid Reimbursement Expense
  - D. Millage Rate
  - E. Funding Applications and Amounts Requested
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.

**TO: West Volusia Hospital Authority Board of Commissioners**

**FROM: Webb Shephard, James Moore & Co.**

**DATE: July 17, 2025**

**RE: Fund Balance and Reserve Projections**

**Policy Context**

The WVHA Fund Balance Policy sets a minimum reserve of 25% of expenditures, with a target range of 40% to 60%.

**Projected Status as of 9/30/2025**

The Fund Balance is projected to be 80% of expenditures, which is 20% above the target range. To return to the upper end of the target (60%), the Authority would need to utilize approximately \$4.3 million in excess reserves.

**Impact of Rollback Rate for FY 2026**

If the rollback rate is adopted, the Authority is projected to reduce reserves by approximately \$3 million, resulting in a fund balance of 68% as of 9/30/2026.

**Looking Ahead to FY 2027**

If the rollback rate is applied again in FY 2027, all excess reserves would be exhausted. At that point, the Board will need to evaluate whether to adopt another rollback or implement a modest millage increase to maintain reserves within policy guidelines.

West Volusia Hospital Authority  
2026 Budget Working

Account	Description	ACTUAL 9/30/2024	FINAL BUDGET 9/30/2024	ADOPTED BUDGET 9/30/2025	Option A	Option B	Option C	Proposed Budget Notes
					(rollback) PROPOSED BUDGET 9/30/2026	(flat rate) PROPOSED BUDGET 9/30/2026	(increased mill) (no use of reserves) PROPOSED BUDGET 9/30/2026	
Millage Rate		0.9806	0.9806	1.0480	0.9897	1.0480	1.0649	
FUND BALANCE FROM PRIOR FISCAL YEAR		\$ 19,090,227	\$ 19,090,227	\$ 17,112,265	\$ 17,000,000	\$ 17,000,000	\$ 17,000,000	Est. used since CY underway
REVENUES AND OTHER SOURCES						5.9%	7.6%	Millage % relative to TRIM rolled-back rate
	Revenues							
001.000.3110	Ad Valorem Taxes (96%)	(15,958,189)	\$ (15,700,000)	\$ (18,700,000)	\$ (19,200,000)	\$ (20,400,000)	\$ (20,700,000)	Rollback rate 0.9897
001.000.3611	Investment Income	(683,302)	(400,000)	(400,000)	(400,000)	(400,000)	(400,000)	interest rates are leveling out
001.000.3690	Other Income	(112,756)	-	(34,333)	(34,333)	(34,333)	(34,333)	Healthy Start reimbursement (\$103k over 3 years)
	Total Revenues	(16,754,247)	(16,100,000)	(19,134,333)	(19,634,333)	(20,834,333)	(21,134,333)	
	Other Sources							
001.000.2840	Addition to (Use of) Reserves	(1,977,962)	(2,800,000)	(499,999)	(1,500,000)	(300,000)	-	
	Total Revenues and Other Sources	\$ (18,732,209)	\$ (18,900,000)	\$ (19,634,332)	\$ (21,134,333)	\$ (21,134,333)	\$ (21,134,333)	
EXPENDITURES AND OTHER USES								
	Healthcare Expenditures							
001.562.3401	Specialty Care Services	4,127,208	\$ 3,500,000	\$ 3,500,000	\$ 4,500,000	\$ 4,500,000	\$ 4,500,000	Est. per EBMS 6/18
001.562.3403	Emergency Room Care	1,017,123	1,000,000	1,000,000	1,000,000	1,000,000	1,000,000	Est. per EBMS 6/18
001.562.3404	Florida Dept of Health Dental Svcs	157,971	157,971	160,000	165,000	165,000	165,000	Per 6/19 funding request
001.562.3406	Hispanic Health Initiatives	84,350	85,000	100,000	100,000	100,000	100,000	Per 6/19 funding request
001.562.3407	Community Legal Services	80,250	105,833	88,500	88,500	88,500	88,500	Per 6/19 funding request
001.562.3408	Rising Against All Odds	197,733	199,662	223,017	249,801	249,801	249,801	Per 6/19 funding request
001.562.3410	Halifax Hospital	1,500,000	3,000,000	3,200,000	3,200,000	3,200,000	3,200,000	Est. per EBMS 6/18
001.562.3411	AdventHealth	1,545,273						
001.562.3430	Primary Care	2,677,618	2,500,000	2,500,000	2,500,000	2,500,000	2,500,000	Est. per EBMS 6/18
001.562.3432	Pharmacy	595,809	900,000	900,000	900,000	900,000	900,000	Est. per EBMS 6/18
001.562.3440	HSCFV - Outreach	34,191	81,560	-	-	-	-	No funding request
001.562.3441	HSCFV - Fam Services	31,737	76,331	-	-	-	-	No funding request
001.562.3450	The House Next Door	42,353	45,000	45,000	45,000	45,000	45,000	Per 6/19 funding request
001.562.3460	SMA - Psychiatric Outpatient	90,000	90,000	90,000	90,000	90,000	90,000	Per 6/19 funding request
001.562.3461	SMA - Residential Treatment	550,000	550,000	550,000	550,000	550,000	550,000	Per 6/19 funding request
001.562.3462	SMA - Baker Act Match (Em. Behav. Hlth)	300,000	300,000	150,000	150,000	150,000	150,000	Per 6/19 funding request
001.562.3470	County Medicaid Reimbursement	2,969,018	2,810,405	3,444,857	3,800,000	3,800,000	3,800,000	Est. - no letter from County rec'd yet
001.562.3480	H C R A - In County	190,692	400,000	400,000	400,000	400,000	400,000	Budget req'd based on population
001.562.3481	H C R A - Outside County	23,923	400,000	400,000	400,000	400,000	400,000	Budget req'd based on population
001.562.3490	The Neighborhood Center	125,000	125,000	125,000	125,000	125,000	125,000	Per 6/19 funding request
001.562.3491	Life-Spire Community Services, Inc.	-	-	-	74,500	74,500	74,500	Per 6/19 funding request
001.562.3492	Having Incredible Victory, Inc.	-	-	-	100,000	100,000	100,000	Per 6/19 funding request
001.562.3493	Easterseals Northeast Central FL	-	-	-	15,000	15,000	15,000	Per 6/19 funding request
001.562.3499	Other Healthcare Expenditures	-	73,939	174,767	223,734	223,734	223,734	
	Total Healthcare Expenditures	16,340,249	16,400,701	17,051,141	18,676,535	18,676,535	18,676,535	

**West Volusia Hospital Authority**  
**2026 Budget Working**

Account	Description	ACTUAL 9/30/2024	FINAL BUDGET 9/30/2024	ADOPTED BUDGET 9/30/2025	Option A	Option B	Option C	Proposed Budget Notes
					(rollback)	(flat rate)	(increased mill) (no use of reserves)	
					PROPOSED BUDGET 9/30/2026	PROPOSED BUDGET 9/30/2026	PROPOSED BUDGET 9/30/2026	
<i>Personnel Services</i>								
001.562.2001	Regular salaries and wages	67,556	67,556	69,064	69,064	69,064	69,064	Per employment agreement
001.562.2101	FICA	5,399	5,168	5,283	5,283	5,283	5,283	
001.562.2201	Retirement	9,178	9,843	10,104	10,380	10,380	10,380	FY26 regular class FRS is 14.03
001.562.2301	Life and Health Insurance	9,882	12,000	12,000	12,000	12,000	12,000	\$1K/month per contract
001.562.2401	Workers Compensation Claims	78,536	25,000	25,000	25,000	25,000	25,000	Old claim payments
	<i>Total Personnel Services</i>	170,551	119,567	121,451	121,728	121,728	121,728	
<i>Other Expenditures</i>								
001.562.3101	Legal Counsel	65,988	70,000	78,000	79,560	79,560	79,560	Per Attorney Small agreement
001.562.3103	Outside Legal Counsel	40,311	40,311	30,000	-	-	-	No renewal agreement
001.562.3104	Outside Legislative Advisory	72,000	72,000	-	-	-	-	No renewal agreement
001.562.3201	Audit	20,500	20,500	21,575	22,500	22,500	22,500	Per 9/13/2022 agreement
001.562.3202	General Accounting - Recurring	114,000	114,000	118,560	119,658	119,658	119,658	Per JMCo agreement
001.562.3203	General Accounting - Nonrecurring	17,184	10,000	15,000	15,000	15,000	15,000	Any potential one-time consulting
001.562.3409	Healthy Communities Kid Care Outreach	66,334	72,203	72,202	72,202	72,202	72,202	Per 6/19 funding request
001.562.3412	Application Screening - THND	520,129	525,951	563,761	445,008	445,008	445,008	Per 6/19 funding request
001.562.3413	Application Screening - RAAO	48,000	54,767	97,742	97,742	97,742	97,742	Per 6/19 funding request
001.562.3421	TPA Services	425,986	500,000	500,000	500,000	500,000	500,000	
001.562.4602	Building Repairs	81,896	100,000	100,000	100,000	100,000	100,000	Est. per EBMS 6/18
001.562.4801	Advertising	4,946	10,000	10,000	10,000	10,000	10,000	
001.562.4901	Other Operating Expenditures	19,195	15,000	79,900	59,400	59,400	59,400	2026 includes \$3,700/mo. Deltona clinic lease
001.562.6001	Capital Expenditures	-	-	-	-	-	-	
001.562.9101	Tax Collector & Appraiser Fee	600,842	650,000	650,000	650,000	650,000	650,000	
001.562.9102	City of DeLand Tax Increment District	124,098	125,000	125,000	165,000	165,000	165,000	2025 was \$165K
	<i>Total Other Expenditures</i>	2,221,409	2,379,732	2,461,740	2,336,070	2,336,070	2,336,070	
Total Expenditures		<b>\$ 18,732,209</b>	<b>\$ 18,900,000</b>	<b>\$ 19,634,332</b>	<b>\$ 21,134,333</b>	<b>\$ 21,134,333</b>	<b>\$ 21,134,333</b>	

## LEGAL UPDATE MEMORANDUM

TO: WVHA Board of Commissioners

DATE: July 8, 2025

FROM: Theodore W. Small, Jr.

RE: West Volusia Hospital Authority – Update for July 17, 2025 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 June 17, 2025 Regular Meeting Minutes.

### I. 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, 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 2024-25 budget year, the TRIM Final Budget Hearing was held on Thursday, September 19, 2024, and the Board voted by a 4-0-1 vote to set its final millage at the rate of 1.0480 mills which is an increase of 15.3% above the rolled-back rate of 0.9091, with a separate unanimous vote to adopt the Authority's 2024-25 final budget of \$19,634,332.00. Therefore, the 2022-23 tax year's millage of 1.0816 mills represents a **15.3% increase** above the .9091 mills rolled-back rate.

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 final 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 final 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 28, 2025, 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 \$20,239,392,024, which represents a net change of approximately +9.02% from 2024 pre-preliminary estimated taxable value (18,564,767,114). **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, 2025;
- B By a date to be set by the Board, the accountants must circulate a proposed budget to the Board;
- C At its July 17, 2025 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 4<sup>th</sup>, 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 24<sup>th</sup>, 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 WVHA 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 3, 2025; Sunday, September 14th as the tentatively scheduled date for publication of the Final Budget Hearing which is proposed to occur in a meeting on Thursday, September 18, 2025 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 **1.7897**, 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 **0.9255** will require a quarter page ad notifying the public of a “TAX INCREASE”. Counsel defers to JMCo to confirm or correct these rolled-back rate and maximum millage rate calculations.

## II. General Legal Considerations When Evaluating New Social Media and Marketing Proposals.

With all the new proposals to develop and implement new and innovate ways to promote WVHA's programs through social media and other 'marketing' efforts, it seems advisable to note a few legal issues that should always be considered when discussing such proposals:

1. Consistent with Florida's **Public Records Law**, WVHA would be responsible for maintaining in its records archives all past and present posts, comments, contact form responses and images displayed on its website and other social media publications; 2. Consistent with the **Sunshine Law**, WVHA Board or CAC members would need to refrain for making any posts or comments in their individual capacity that would reflect their position on any matters that foreseeably will come before the board or commission for official action; 3. Consistent with the U.S. Constitution's **First Amendment** (freedom of speech and religion clauses), WVHA would have very limited ability to moderate or restrict the content of public comments on its social media and website IF WVHA opens the door to any such posts, comments or other responses from the public; 4. Consistent with the **American with Disabilities Act**, WVHA should always take reasonable and not unduly burdensome steps to make whatever content it publishes available to those with disabilities; and 5. To the extent that a particular marketing or social media effort has content that targets a particular population of residents, but not others, WVHA should take all reasonable steps to avoid even the perception that it is thereby discriminating against any group protected under Florida or Federal **Anti-Discrimination laws**.



### III. To Renew or Not to Renew: Lease Agreement for Justin Square Suite M & Related “Access to Healthcare” Considerations.

The lease agreement for Justin Square Suite M between WVHA and current Landlord, Just In Deltona, LP (Original Landlord, Justin Square LLC) to establish the Deltona/Orange City/DeBary Clinic in approximately 2800 SF of commercial space for rent of \$3,700/Monthly, with an Initial Term of thirty-five (35) months, commencing November 1, 2020 and ending September 30, 2023. Section 2(C) provides for automatic renewal for 3 additional 1-year terms unless WVHA gives notice of non-renewal at least 60 days prior to such automatic renewal: *“After the Initial Term, LESSEE will have the right (but not the obligation) to renew this Lease Agreement with the same terms and conditions as set forth herein for an additional three one-year terms (i.e. three Renewal Terms).”*

WVHA is currently towards the end of its second automatic 1-year Renewal Term which means that it currently has the following options concerning its termination of this Lease: 1. Notify the landlord no later than July 30, 2025 of its intent not to renew the current lease IF WVHA decides based on the requested needs assessment from EBMS that it no longer desires to continue maintaining a 2<sup>nd</sup> clinic location; 2. Do nothing by July 30, 2025 and allow the Lease to automatically renew for the last 1-year Renewal Term with the termination of the lease occurring on September 30, 2026; 3. Authorize counsel to engage in active negotiations with the Landlord to consider signing an early renewal agreement in order to lock-in more favorable financial terms than could be obtained at the end of the last 1-year Renewal Term.

Based upon the discussions over the past several months concerning the future of the Deltona clinic location and the proposal for the start-up of a WVHA Mobile Clinic as either a supplemental or replacement means of providing access to primary care, counsel reached out to the broker of the current Landlord to clarify WVHA’s options. Although the below pasted email exchange should not be read as ironclad commitments from the Landlord because it may change brokers, lawyers or internal policies at any time, it does at least clarify for now that 1) Ms. Quttaineh, not the attorney it engaged in 2024, currently speaks for the Landlord for any negotiations to renew the Lease; 2) the Landlord is no longer disputing WVHA’s right to continue with its existing Lease based upon the last of the 1-year Renewal Terms until September 30, 2026; 3) Landlord is currently willing to utilize a simple renewal form, not the complex and unworkable lease format that was proposed by its former attorney; 4) that the Landlord is currently signing leases with others in the complex for \$18-22/SF, which is \$4-8/SF higher than was offered to WVHA if it had terminated its favorable, current Lease terms and signed an early renewal

**From:** Theodore Small

**Sent:** Tuesday, May 20, 2025 9:48 AM

**To:** [brooke@garitoco.com](mailto:brooke@garitoco.com)

**Subject:** FW: Justin Square renewal- West Volusia Hospital Authority

Good morning, Ms. Quttaineh,

Before leaving his position with EBMS, Darik Croft shared the below email string and attachment to make me aware of your latest outreach directly with him regarding a potential Justin Square renewal with my client, the WVHA. Your attached draft of a renewal lease in the below email is

a welcome improvement over the completely unworkable provision that was last shared with me by Stephen Perry. Mr. Perry had agreed to work on such a draft in our last conversation, but I never heard back from him after I pointed out in an 8/15/24 email that under its current lease, WVHA is entitled to maintain its current leasehold until September 2026 unless it decides not to exercise the automatic renewal leading up to the end of the current term on September 2025.

If Mr. Perry is still the attorney representing Garito on this matter, please forward this email to him and we can reengage on this matter. But if you are now the official liaison on these preliminary talks, I need your assistance to confirm that the basic format of the attached proposal would be the official form of a proposal from Garito for renewal effective on October 1, 2026. Even though the need for a renewal is over a year ahead and I realize that the market pricing per square feet may need to change in the interim, the WVHA Board would like to have as much certainty as practicable on whether the other provisions of the lease that Garito will present are as simple as the attached or as complicated (and frankly unworkable) as those initially presented by Mr. Perry. Also, in your response, please be specific on whether the Term provision in that eventual renewal will be 3 years as in the attached or 5 years as Garito recently insisted with another tenant in the Justin Square complex.

Please note for context that over the past few months, WVHA has been considering several viable proposals to ensure that it has viable options should it not be able to reach a win-win agreement with Garito. In a nutshell, those two alternatives can be summarized as 1) to consolidate its Deltona MiCare Clinic into the DeLand MiCare Clinic complex which WVHA owns or 2) to establish a Mobile MiCare Clinic which would consolidate some of the Deltona clinic operations in DeLand and allow others to be located in various locations. The WVHA Board is split on its three options of renewing the Justin Square Lease, consolidating everything in DeLand or a hybrid consolidation with a new mobile clinic operation. Your response will assist certain members of the WVHA Board determine which of those options to support.

Thanks so kindly and again feel free if necessary to forward and put me in contact with whichever attorney is currently representing Garito on this matter, tsmall (386-740-0788)

• • • • [non-substantive, interim emails] • • • •

**From:** Brooke Quttaineh <brooke@garitoco.com>

**Sent:** Tuesday, June 3, 2025 12:17 PM

**To:** Theodore Small <tsmall@westvolusiahospitalauthority.org>

**Subject:** Re: Justin Square renewal- West Volusia Hospital Authority

Hi Theodore,

Thank you for your follow up. I can confirm that a renewal at Justin Square could be as simple as the amendment that I previously circulated with Darik and the team. I agree that things got complicated when Stephen Perry jumped in and I do apologize for that.

As the broker for the property, I can remain your point of contact throughout the process. I believe the Amendment previously sent keeps most provisions the same aside from the rent increase and CAM being charged as a separate expense. The rent proposed in the

amendment sent last year was at \$14/sf base + \$4/sf CAM. All new leases at Justin Square have been leased for \$18/sf + \$4/sf with the only other medical/office space (Suite K) going live at \$20/sf base next month. I cannot confirm the renewal rate just yet as it would be dependent upon when you all choose to renew but I do know ownership values existing tenants and always finds a fair offer to present... like the \$14/sf offer we made last year. We also place value in longer term lease renewals so 5 years vs 3 years would provide WVHA with a more favorable rate.

It is also worth mentioning that ownership may place additional value on a lease extension with WVHA if it can be executed sooner than later. We are currently averaging a new lease being signed every 3 months at that property with 1 under draft currently. Do you know what your timing looks like on a renewal for this year and/or when you all plan to decide your next steps? If you are agreeable to staying at Justin Square long term, I can work on an updated proposal for extension that goes beyond September 2026.

Please let me know if you or your team has any additional questions I can assist you with in the meantime.

Brooke **Quttaineh**, CCIM  
Vice President of Retail



**Garito & Company LLC**  
14 E Washington St, Suite 402 | Orlando, FL 32801  
C: 407.432.7675 | O: 407.777.9660 x108  
[brooke@garitoco.com](mailto:brooke@garitoco.com)

During a discussion with one Board member about the “access to healthcare” issues inherent in both the renewal of the Deltona Clinic lease and the potential start-up of a mobile clinic operation, it became apparent that WVHA has not fully considered that its clinics are NOT the only low or no-cost primary health care clinic operation available in West Volusia. Family Health Source, a Federally Qualified Health Clinic (“FQHC”) has three clinic operations in West Volusia: DeLand, Deltona and Pierson. These Family Health Source clinics provide access to comprehensive primary care services, including dental and women’s health and 340b drug prescriptions, with sliding fees of low or no-cost based on income up to 200% of the federal poverty guidelines. In addition, The Good Samaritan Clinic operates in DeLand and provides access to primary care on a walk-in basis with no cost based upon income eligibility guidelines up to 300% of the federal poverty guidelines. It is noteworthy that neither of these alternative clinic operations offer access to specialty care or hospital services; it is likely that these other clinics would refer their patients with specialty or hospital care needs to apply for the WVHA Health Card and thereby burden our overall patient pool with the costliest indigent patients. Nevertheless, whenever WVHA considers whether it is fulfilling its mission of providing access to healthcare for indigent residents of the Tax District, it should consider these other competing access points and whether the lack of growth in WVHA primary care utilization is, in fact, because the needs are being met by these other (perhaps better

located, 'trusted' and marketed???) providers. It is noteworthy as a historical reference that before the tornadoes destroyed the Department of Health's huge one-stop clinic operation on South Woodland Boulevard and WVHA decided to transition primary clinic funding from the Department of Health to the FQHC clinics (initially only available in Pierson and DeLand), virtually all of the primary care for indigent residents was accessed through only two locations, 1. funded by WVHA at that South Woodland Boulevard location and 2. from the limited FQHC operation in Pierson.

#### IV. General Compliance with the Sunshine Law and Applicability to Members-Elect Following Their Election, With or Without Opposition [*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.

**From:** [Stacy Tebo](#)  
**To:** [Theodore Small](#)  
**Cc:** [Webb Shephard](#)  
**Bcc:** [Jennifer Coen](#); [Judy Craig](#); [Judy Craig](#); [voloria manning](#); [Voloria Manning](#); [Rakeem Ford](#); [Jennifer Moore](#)  
**Subject:** FW: Medicaid Contribution Notification  
**Date:** Monday, July 7, 2025 1:21:00 PM  
**Attachments:** [image001.png](#)

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WVHA Board Members,

We normally receive the letter from the County in late June notifying us what our Medicaid contribution will be for the next year. We use this information for our July budget workshop. The state adopted its budget late this year (in the afternoon on June 30<sup>th</sup>) which meant that the county was unable to determine our portion. I emailed them today to see if they had an idea of when we might receive the letter. Please read their response below.

*I will be out on July 11<sup>th</sup>.*

Stacy Tebo

WVHA Administrator



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**From:** Corry Brown <CABrown@volusia.org>  
**Sent:** Monday, July 7, 2025 12:43 PM  
**To:** Stacy Tebo <stebo@westvolusiahospitalauthority.org>  
**Cc:** Bradley Burbaugh <BBurbaugh@volusia.org>; Glenn Scorza <GScorza@volusia.org>; Carmen Hall <CHall@volusia.org>  
**Subject:** RE: Medicaid Contribution Notification

Good afternoon,

We are pending receipt of data from AHCA. It is taking longer than anticipated to receive the information, but we will work to move quickly once received. The goal is to have proposed contributions prepared in the next two weeks and to bring it to County Council August 19<sup>th</sup>. We will

keep you posted when information is distributed or if there are changes to that schedule, but please feel free to reach out and check in any time.

Thank you,  
Corry Brown  
Operations Manager  
Community Services  
121 West Rich Avenue  
DeLand, FL 32720  
Office: [386-736-5955](tel:386-736-5955) ext. 12970  
Email: [cabrown@volusia.org](mailto:cabrown@volusia.org)

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**From:** Stacy Tebo <[stebo@westvolusiahospitalauthority.org](mailto:stebo@westvolusiahospitalauthority.org)>  
**Sent:** Monday, July 7, 2025 12:19 PM  
**To:** Carmen Hall <[CHall@volusia.org](mailto:CHall@volusia.org)>  
**Cc:** Bradley Burbaugh <[BBurbaugh@volusia.org](mailto:BBurbaugh@volusia.org)>; Glenn Scorza <[GScorza@volusia.org](mailto:GScorza@volusia.org)>; Laura Coleman <[LColeman@volusia.org](mailto:LColeman@volusia.org)>; Corry Brown <[CABrown@volusia.org](mailto:CABrown@volusia.org)>  
**Subject:** [EX] Medicaid Contribution Notification

**CAUTION:** This email originated from outside Volusia County's email system. **DO NOT CLICK** links or attachments unless you recognize the sender and/or know the content is safe.

Good afternoon,

I realize the State only adopted its budget late last Monday, and you couldn't calculate the Medicaid contribution in advance. Can you please give me an idea of when we will know what our contribution will be for FY26? Thank you in advance for your assistance.

***I will be out on July 11<sup>th</sup>.***

Stacy Tebo  
WVHA Administrator



## CAC Final Ranking 6/3/2025 for Applicants 2025-2026

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

Applicant	Amount	C. Brown	J. Brown	Price	Belton	Rogers	Valdivia
FDOH Dental Services	\$165,000	A	A	A	A	A	A
The Neighborhood Center	\$125,000	A	A	A	A	A	A
THND Therapeutic Services	\$45,000	A	A	A	A	A	A
Community Legal Services	\$88,500	A	A	A	A	A	A
Hispanic Health Initiative	\$100,000	A	A	A	A	A	A
SMA Residential Treatment	\$550,000	A	A	A	A	A	A
SMA Psychiatric Outpatient	\$90,000	A	A	A	A	A	A
SMA Emergency Behavioral	\$150,000	A	A	A	A	A	A
RAAO HIV Outreach	\$249,801	A	A	A	A	A	A
Life-Spire Community Services	\$74,500	A	A	C \$37,250	C \$65,000	B	A
Having Incredible Victory	\$100,000	C \$50,000	C \$50,000	C \$50,000	A	B	B
Easterseals Northeast Central FL	\$15,000	A	A	A	A	A	A

### Members absent

Randa Mayers

Felicia Benzo

Creg Kennedy

Dr. Najwa Worthen

West Volusia Hospital Authority  
BOARD OF COMMISSIONERS REGULAR MEETING  
Commencing Upon the Conclusion of the  
Budget Workshop  
July 17, 2025 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 17, 2025
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Contractual Annual Utilization Reports to the WVHA Board of Commissioners
  - A. Chris Booker, COO of The House Next Door – Therapeutic Services
  - B. Kimberly Fulcher, Healthy Communities Executive Director – KidCare
7. Reporting Agenda
  - A. EBMS June Report – Written Submission
  - B. WVHA miCare Clinic DeLand/Deltona June Report – Sue Wayte, Senior Account Executive at miCare Health Centers and Practice Manager Gretchen Soto
    1. Quarter 3 (April – June) Report
  - C. The House Next Door June Application Processing Report
8. Discussion Items
  - A. Resolution #2025-001 – Adopting a Preliminary Millage Rate for FY 2025/2026
  - B. EBMS/Veracity Official Notice of Renewal Fees Effective October 1, 2025 (email dated 5/21/25 attached)
  - C. Mobile Health Clinic Plan (Commissioner Moore)
  - D. Survey Questions for Card Members and Funded Agencies (Commissioner Moore)
  - E. Contractual Site Visit Review Write Ups FYE 2024 – THND Eligibility Services and Therapeutic Services
9. Follow Up Item – miCare Clinic Consolidation/Lease Renewal
10. Administrator Report
11. Finance Report
  - A. June Financials
  - B. Approval of Disbursements – Check Register & Estimated Expenditures
12. Legal Update
13. 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 &  
CITIZENS ADVISORY COMMITTEE  
JOINT MEETING**

Sanborn Center Ballroom B  
815 S. Alabama Avenue, DeLand, FL  
June 17, 2025

**Board Members in Attendance:**

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

**Board Members Absent**

Commissioner Judy Craig

**CAC Members in Attendance**

Patrick Rogers  
Jabari Brown  
Felicia Benzo  
Dr. Najwa Worthen  
Chelsey Brown  
Creg Kennedy  
Thelma Belton (arrived at 5:36 p.m.)

**CAC Members Absent**

Randa Mayers  
Maria Valdivia  
Angela Price

**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 5:08 p.m. The meeting was opened with The Pledge of Allegiance followed by a moment of silence.

**Approval of Proposed Agenda**

**Motion 034 – 2025** Commissioner Manning moved to approve the proposed agenda. Commissioner Moore seconded. The motion passed 4-0-1.

**Consent Agenda**

**Approval of Minutes – Regular Meeting held May 15, 2025**  
**Quarter Three Uneven Spend-Down – SMA Healthcare Residential II Program**

**Motion 035 – 2025** Commissioner Manning moved to approve the Consent Agenda. Commissioner Ford seconded. The motion passed 4-0-1.

**Citizen Comments**

Brenda Flowers shared a press release with the Board.

**Citizens Advisory Committee – Chair Patrick Rogers  
Minutes Preliminary Ranking on May 6, 2025**

**Motion 036 – 2025** Member Kennedy moved to approve the May 6<sup>th</sup> minutes, and Vice Chair Brown seconded the motion. The motion passed 6-0-4.

**Minutes Final Ranking Meeting on June 3, 2025**

**Motion 037 – 2025** Vice Chair Brown moved to approve the June 3<sup>rd</sup> minutes, and Member Brown seconded the motion. The motion passed 6-0-4.

**CAC Ranking Results and Comments with Spreadsheet Attached**

Chair Rogers provided a summary of the Final Ranking meeting held on June 3<sup>rd</sup> and the compilation of the members' recommendations.

Members Worthen and Kennedy said they could not attend the final meeting but did submit their rankings.

Attorney Small said a member's vote does not count officially if they are not present at the meeting, but their thoughts and recommendations could be shared with the Board. Chair Coen and Commissioner Manning said they would like to see the ranking sheets from Member Worthen and Member Kennedy. Ms. Tebo said she would send the ranking sheets for Members Worthen and Kennedy to all Board members.

**Citizen Comments**

Arletha Baxter, representing Having Incredible Victory, spoke about information they submitted after their initial application was turned in on Marh 6<sup>th</sup>.

Keesha Ross, representing Having Incredible Victory, voiced frustration with the process as a first-time applicant that has worked hard to supply information.

Attorney Small stated that the deadline that is listed on the application is the deadline for submission of an application that will be considered; that the only thing the process will allow after that are clarifications to that application as requested by the CAC; that any one of the CAC members could have asked for a clarification of any page within that application, and it could have been considered before the final ranking; and that allowing one agency to do a complete do over when the Board has already excluded others for missing the deadline is unfair and is not pursuant to Board policy.

Chair Coen asked the Board if there were any questions for the CAC on returning agency applications, and there were none.

The CAC entertained and answered questions regarding the three applications that were submitted by agencies that had not previously applied. CAC members provided their thoughts in determining their funding recommendations.

Attorney Small stated that the Board's purpose is the provision of healthcare or access to healthcare and determining how much the healthcare costs per unit; that the process must end in a contract to be paid per unit in providing healthcare; and that applications for outreach, marketing, or public awareness are not the goal of WVHA.

## **CAC Meeting Adjournment (CAC members may exit if desired.)**

The joint meeting adjourned at 6:14 p.m., and there was a short pause in the meeting so that CAC members could exit.

### **Reporting Agenda**

#### **EBMS May Report – Written Submission**

#### **WVHA miCare Clinic DeLand/Deltona May Report – Written Submission**

Chair Coen noted that they received an email from Laura Rookhuizen, Director of Clinical Partnerships and miCare Operations, stating that Practice Manager Gretchen Soto would be present at meetings coinciding with the miCare quarterly reports and no other monthly meetings.

Commissioner Manning said she disagreed and that miCare representation is important at all WVHA meetings.

Commissioner Moore said she thought it was important to receive answers to questions in a timely manner and not wait for three months for a representative to bring back answers.

Attorney Small said there is not a contractual requirement for attendance, but the EBMS agreement requires specific reports to be submitted to the Board. He added that past practice over the years has been for entities running the clinics to be present at meetings.

**Motion 038 – 2025** Commissioner Moore moved to strongly recommend that entities reporting at Board meetings should be present. Commissioner Manning seconded the motion. The motion passed 4-0-1.

There was Board discussion that clarified specific individuals' attendance is not required, and they are asking for representation from reporting entities.

The EBMS and miCare reports were received into the written record.

#### **The House Next Door (THND) May HealthCard Report**

Commissioner Manning asked Chris Booker to summarize the report he submitted. She asked him how long the pending applications take to resolve. Mr. Booker answered that it depends on the applicant and the time they take to turn in the required documents.

Attorney Small questioned if THND could ask first-time applicants if they have been kicked off Medicaid or the ACA. Mr. Booker answered that the question could be asked when potential clients are screened.

The report was received into the written record.

### **Discussion Items**

#### **Form 1 Statement of Financial interest Due July 1**

Chair Coen reminded the Board of the due date and said questions should be directed to Ms. Tebo.

#### **Board Review of Administrative Applications**

##### **Halifax Healthy Communities**

Jeannette Pubill, Florida KidCare Outreach Counselor, stated she helps families apply for Medicaid and KidCare by offering one-on-one assistance in-person, by phone, email, and text. She added they meet clients at community events, schools, and libraries to help parents apply or

recertify for their children's health coverage. She said they also teach parents to properly install car seats.

Commissioner Manning asked if they have a program to teach children to swim. Ms. Pubill answered that many years back, they had a grant-funded swimming program through Volusia County.

Chair Coen asked if they made referrals to other agencies. Ms. Pubill responded that she carries brochures for the other funded agencies and shares them as needed with clients.

### **THND HealthCard Program**

Chair Coen noted that an updated proposal was submitted on June 5<sup>th</sup>.

Commissioner Manning asked Mr. Booker to explain their plans. Mr. Booker said they decided to consolidate their locations and give up the lease for their Deltona office to reduce costs. He added that they would share space with miCare to maintain a footprint in Deltona. He said they anticipate processing the same amount of applications next year with a decrease in cost per application to save the WVHA money.

### **RAAO Prescreening Services**

There were no questions or discussion on the application.

### **Select Internal Organizational Policies of WVHA**

Attorney Small said this was previously included in his legal update, and there was nothing new included in the policy; that it was formerly adopted by the Board in 2020 and amended in 2021; and that he had edited the Electronic Records Retention section to replace Eileen Long's information with Ms. Tebo's. He added that the Board can amend it in the future.

**Motion 039 – 2025** Commissioner Ford moved to approve the Select Internal Organizational Policies. Commissioner Moore seconded the motion. The motion passed 4-0-1.

### **WVHA Health Card Renewal Notices to Include THND and RAAO**

Chair Coen said the minutes from the last meeting noted Attorney Small's statement that RAAO's contract is about prescreening of applications, not enrollment certification, which is done by THND.

Commissioner Moore said she initially brought it up in May at the beginning of the meeting, and after speaking with Mr. Booker at THND and Ms. Richardson at RAAO, she withdrew her suggestion. She said they educated her regarding their procedures, timelines, and documentation involved in the work they do.

Ms. Brenda Flowers of RAAO said they do process renewals, which are complete applications.

Attorney Small stated that when RAAO's prescreening contract was initially negotiated, the flat rate agreed upon encompassed many more services than processing an application; that it was higher than THND's cost per application due to the extra work needed to help first-time applicants obtain their required documentation; and that it did not make sense for WVHA to send renewals to RAAO.

Ms. Flowers informed the Board that RAAO updated their website to add WVHA's application.

## **Request from Morgan & Morgan for Lien Reduction of Subrogation Claim**

Attorney Small recommended that the Board approve the request to reduce the lien and explained the subrogation process.

**Motion 040 – 2025** Commissioner Manning moved to approve the request for lien reduction from Morgan & Morgan and authorize the Chair’s signature on the letter. Commissioner Ford seconded the motion. The motion passed 4-0-1.

### **Follow Up Items**

#### **WVHA Website (Commissioner Ford)**

Commissioner Ford reviewed the updates he had made since the last meeting.

Attorney Small said the verbiage in Section 5(2) of the enabling legislation should be used to describe the Board on the new Commissioners tab. Commissioner Manning asked Ms. Tebo to send the Board the noted section.

There was consensus that the commissioners’ names should be listed in alphabetical order.

**Motion 041 – 2025** Commissioner Moore moved to approve the updates to the website. Commissioner Ford seconded the motion. The motion passed 4-0-1.

### **Eligibility Guidelines**

Chair Coen asked if there were any new recommendations, and there were none. She noted that at the last meeting, there was discussion and confusion regarding Medicaid denial letters. She pointed out that Attorney Small addressed it on page five of his legal update.

Attorney Small recommended that instead of “All US Citizens must produce proof of Medicaid application or denial before consideration for WVHA programs. Denials for reasons of noncompliance will not be accepted”, this requirement can be rewritten as “All applicants who are US Citizens must provide written proof that they have submitted an application for Medicaid within 90 days of submitting the WVHA Application and that they have received a Medicaid denial letter within 60 days of the WVHA Application. Denials for reasons of noncompliance with Medicaid application requirements will not be accepted.” .

Chair Coen suggested a revision to Attorney Small’s verbiage to read “that they have received a Medicaid denial letter within 60 days after submission of the WVHA application.”

**Motion 042 – 2025** Commissioner Manning moved to approve the verbiage read aloud by Attorney Small including the clarification noting 60 days after submission of the WVHA application proposed by Chair Coen. Commissioner Ford seconded the motion. The motion passed 4-0-1.

Attorney Small pointed out his other recommendation regarding the use of Medicaid website screenshots provisionally by THND if the Board is inclined to allow it. He said they could add verbiage to the “Evaluation and Determination” provisions on page eight 2(c)(v) such as the following: ”The WVHA Enrollment Certifying Agent has discretion to grant provisional approval of a WVHA Application if it has written evidence, such as a screenshot from the Medicaid program website showing that the applicant has submitted an application for Medicaid within 90 days of submitting the WVHA Application, that the applicant is currently ineligible but a Medicaid denial letter is not available for reasons other than noncompliance with the Medicaid application requirements.”

**Motion 043 – 2025** Commissioner Manning moved to approve the additional verbiage for “Evaluation and Determination” on page eight 2(c)(v) read aloud by Attorney Small. Commissioner Moore seconded the motion. The motion passed 4-0-1.

Chair Coen entertained a motion to approve the eligibility guidelines with the amendments.

**Motion 044 – 2025** Commissioner Ford moved to approve the eligibility guidelines with the amendments discussed and passed. Commissioner Manning seconded the motion. The motion passed 4-0-1.

### **miCare Clinic Consolidation**

Chair Coen said that since there had not been forward movement with consolidation, she felt they needed to discuss the different options available regarding the Deltona lease. She proposed that they rename the agenda item moving forward as “Lease Negotiation.”

Commissioner Moore suggested that they consult with the card members by sending out an email survey before deciding about consolidating.

Commissioner Ford voiced concern that card members might not have access to technology to answer the survey. Commissioner Moore said they could use email, text messages, or mailers. She added that they should do an initial survey and then include survey questions when card members are going through the renewal process.

Commissioner Ford asked if they should authorize a budget for the survey. Chair Coen noted that miCare surveys the members quarterly. Commissioner Moore said she was thinking more about surveying the institution, and not solely clinic operations.

There was discussion about deadlines regarding the existing lease and the possibility of negotiating a new lease. Attorney Small clarified that if they decided not to renew, they would need to notify the owner by July 30<sup>th</sup>. He added that if they chose to renew early, they would need to decide by September 30<sup>th</sup>.

Commissioner Moore said she talked to a SCORE mentor about the mobile clinic, and they wanted to put together an advisory committee to look at the options.

### **Citizen Comments**

Patrick Rogers said it is a major business decision; that there could be extreme cutbacks in Medicaid; and that they need a strategic plan and thorough data analysis.

Commissioner Ford said the survey should be anonymous.

Chair Coen said she would like the survey to be short. Commissioner Moore said the two main questions would pertain to the Deltona clinic and the possibility of a mobile clinic.

**Motion 045 – 2025** Commissioner Moore moved to authorize a budget up to \$2,500 to survey card members and funded agencies. Commissioner Manning seconded the motion. The motion passed 4-0-1.

There was consensus to continue consideration at a later meeting.

### **Administrator Report**

Ms. Tebo summarized the recent West Volusia Collaborative meeting held at the miCare in

DeLand. She informed everyone that they would hold another in-person meeting at SMA's new facility when it opened.

## **Finance Report**

### **May Financials**

#### **Approval of Disbursements – Check Register & Estimated Expenditures**

Ms. Tebo said the check register for the payables is \$1,007,466, and they would transfer \$2 million from the Ameris Money Market account to the Ameris Operating account.

**Motion 046-2025** Commissioner Manning moved to approve, authorize, and warrant the payment of the bills outlined in the check register presented by James Moore & Co., the two-million-dollar transfer from Ameris Money Market to Ameris Operating, and estimated expenditures for the next month totaling \$4,022,466. Commissioner Ford seconded the motion. The motion passed 4-0-1.

## **Legal Update**

Attorney Small explained a notice of dispute he received on behalf of HCA Florida Lake Monroe Hospital regarding a denied claim. He informed the Board that Attorney John Mullen filed a formal request for a written opinion in the Medicaid Match litigation.

## **Upcoming – Budget Workshop and Regular Meeting on July 17<sup>th</sup>**

Chair Coen reminded everyone of the upcoming meetings at the Sanborn Center.

## **Adjournment**

There being no further business to come before the Board, the meeting was adjourned at 8:22 p.m.

Adjournment - Jennifer Coen, Chair

July 8<sup>th</sup>, 2025



## Annual Utilization Report – THND Therapy Services

One of the key issues THND works to address for the residents of West Volusia County is mental health. This is a vastly underserved need in both our community and the state as a whole.

According to Mental Health America, Florida ranks 40th in the nation for Access to Mental Health Services and 43rd for Mental Health Workforce Availability. These rankings reflect factors such as unmet treatment needs, the rate of uninsured individuals, and the shortage of available providers. In Northeast and Central Florida, residents routinely face wait times ranging from several weeks to several months for mental health services, increasing the risk of preventable mental health crises.

To counteract this, THND's Therapy Department uses a front-end, same-week scheduling model, offering both in-person and telehealth services to reduce barriers and increase timely access to care. These services include trauma therapy, sexual abuse treatment, family counseling, individual and group therapy, parenting education, grief counseling, and teen court services, among others.

Despite persistent workforce shortages statewide, THND has made significant strides in maintaining service capacity. While we have had one open therapist position since March, we have sustained service levels through intensive recruitment, streamlined intake and scheduling, and cross-team collaboration.

We also continue to promote our therapy services through:

- Community outreach events
- WVHA health card staff referrals
- Internal programmatic referrals
- Strategic partnerships with local organizations

These strategies have strengthened our service footprint and improved overall efficiency.

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## Utilization Performance to Date

As of this report, three months remain in the current funding cycle. Despite staffing limitations, THND has maintained strong output:

- Total clients served across all therapy programs: Over **250**





- WVHA-funded clients served to date: **45**
- Total therapy hours delivered to WVHA clients: **435+**

We conservatively projected serving at least **50** WVHA-funded clients over the full contract cycle. With **90%** of that goal already achieved and ongoing enrollment and services continuing weekly, we are confident we will meet or exceed this target by the end of the funding period.

Our current contract funding utilization should be at **75%** at this point in the contract and we are **currently at 80%**. We anticipate full utilization (and likely overperformance) by the close of the cycle. (see attached financial breakdown)

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### Challenges and Adaptive Strategies

Workforce constraints remain an ongoing challenge, consistent with statewide trends. THND currently has one unfilled therapist position. However, through adjustments to intake processes, increased scheduling flexibility, and a focus on therapist retention, we have minimized service disruption.

Further, by integrating a hybrid model (telehealth and in-person) and leveraging referrals from other THND programs, we've ensured that clients are seen promptly and receive continuity of care.

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### Impact and Outcomes

Beyond service volume, our team continues to track client satisfaction, engagement, and progress. A majority of WVHA clients report increased emotional stability and coping skills during follow-up assessments as well as reduced crisis behaviors.

### Conclusion

Our therapy services remain at the heart of THND's mission: *nurturing and empowering families to help build stronger communities*. The funding from WVHA is essential to delivering these critical services to vulnerable residents of West Volusia County. The families served from this funding would likely not have had the means to secure this treatment.



## **Annual Utilization Report – Health Card Determination**

The House Next Door is contracted with the WVHA to process 3000 applications per year. To date we have reached 2,196 applications, or **73%** of our target, with three months remaining.

Funding for the program is right on track at **75%** of the allocation drawn down. (see attached breakdown).

Respectfully submitted by Chris Booker

<b>HND</b> <b>WVHA UNIT TRACKING REPORT</b>
--

## WVHA Therapy

RU 2112	Service	Rate	Fiscal Year 24-25							Fiscal Year 25-26		TOTAL			
			Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Sep-25	UNITS		
DeLand	Therapy Session	73.32	76.00	64.00	58.00	39.00	42.00	46.00	44.00	40.00	29.00		438.00		
	Assessment	48.00											-		
	In Depth Assessment	120.00											-		
	FAR / CFAR	15.00	8.00	3.00	6.00	4.00	5.00	2.00	2.00	4.00	1.00		35.00		
	Case Mgmt 15 Min Increments	10.00	13.00	8.00	16.00	7.00	6.00	3.00	4.00	2.00	4.00		63.00		
	Treatment Plan	97.00	8.00	2.00		3.00	1.00	5.00	1.00	2.00	1.00		23.00		
	Treatment Plan Review	48.50	3.00	3.00		3.00		3.00	1.00	1.00			14.00		
Contract amount															
	Amount Earned														
	Therapy Session	73.32	5,572.32	4,692.48	4,252.56	2,859.48	3,079.44	3,372.72	3,226.08	2,932.80	2,126.28	-	32,114.16		
	Assessment	48	-	-	-	-	-	-	-	-	-	-	-		
	In Depth Assessment	120	-	-	-	-	-	-	-	-	-	-	-		
	FAR / CFAR	15	120.00	45.00	90.00	60.00	75.00	30.00	30.00	60.00	15.00	-	525.00		
	Case Mgmt 30 Min Increments	10	130.00	80.00	160.00	70.00	60.00	30.00	40.00	20.00	40.00	-	630.00		
		97	776.00	194.00	-	291.00	97.00	485.00	97.00	194.00	97.00	-	2,231.00		
		48.5	145.50	145.50	-	145.50	-	145.50	48.50	48.50	-	-	679.00		
			6,743.82	5,156.98	4,502.56	3,425.98	3,311.44	4,063.22	3,441.58	3,255.30	2,278.28	-	36,179.16		
			Should be at										75%	Actual	80%

## HND WVHA UNIT TRACKING REPORT

### WVHA Screening

		Fiscal Year 24-25										Fiscal Year 25-26	TOTAL
		Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Sep-25		UNITS
1. Total number of initial screenings		300	273	255	262	292	255	274	271	241.00			2,423.00
2. Total number pending assisted applications		11	10	42	22	40	34	39	15	12.00			225.00
3. Number of applications processed		260	225	213	262	252	255	244	256	229.00			2,196.00
A. Number of approved applications		212	200	188	226	227	230	214	226	207.00			1,930.00
B. Number of pending applications		37	17	19	22	16	11	13	15	12.00			162.00
C. Number of denied applications		11	8	6	14	9	14	17	15	10.00			104.00
D. Errors in processing - no charge													-
Total number of applications over/under	250	10	(25)	(37)	12	2	5	(6)	6	(21)			
Monthly 12th		46980.08	46980.08	46980.08	46980.08	46980.08	46980.08	46980.08	46980.08	46980.08			
Over/Under	15	150	-375	-555	180	30	75	-90	90	-315			
Total Billing		47130.08	46605.08	46425.08	47160.08	47010.08	47055.08	46890.08	47070.08	46665.08			422010.72
													Contract Amount \$ 563,761.00
													Amount Earned \$ 422,010.72
													Remaining Bal \$ 141,750.28
													Should be at 75% Actual 75%



EBMS

July 24, 2025

Submission Report for  
WVHA Board Members

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# Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

5/1/2025 to 5/31/2025

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	6714		Charges	\$5,747,324	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$4,965,605	Addl Info Not Provided	\$204	0.00%
Medical	\$768,556	\$497	Allowed	\$781,719	Duplicate Charges	\$110,054	1.91%
Professional	\$295,629	\$191	less Member	\$11,426	Not Medically...	\$60	0.00%
Facility	\$472,928	\$306	less Adjustments	\$1,737	Plan Limitations	\$920,919	16.02%
PBM	\$0	\$0	Paid Benefit	\$768,556	Cost Savings	\$3,930,981	68.40%
<b>Total Plan Paid:</b>	<b>\$768,556</b>	<b>\$497</b>	plus Admin Costs	\$311,990	UCR Reductions	\$59	0.00%
			<b>Total Plan Paid:</b>	<b>\$1,080,546</b>	Other	\$3,328	0.06%
					<b>Total:</b>	<b>\$4,965,605</b>	<b>86.40%</b>

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
5/31/2025	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	43	40	83	0	0	0	0	83	0	0
20 to 25	32	46	78	0	0	0	0	78	0	0
26 to 29	42	36	78	0	0	0	0	78	0	0
30 to 39	124	128	252	0	0	0	0	252	0	0
40 to 49	161	185	346	0	0	0	0	346	0	0
50 to 59	176	230	406	0	0	0	0	406	0	0
60 to 64	106	110	216	0	0	0	0	216	0	0
65 and Older	33	54	87	0	0	0	0	87	0	0
<b>Totals</b>	<b>717</b>	<b>829</b>	<b>1546</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1546</b>	<b>0</b>	<b>0</b>
<b>Average Age</b>	<b>45.07</b>	<b>46.48</b>	<b>45.83</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>45.83</b>	<b>0.00</b>	<b>0.00</b>

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 5/31/2025	Employee	Spouse	Dependent
Adventhealth Deland	98	\$192,506	0 to 19	\$451	\$0	\$0
Florida Cancer Specialists	101	\$92,587	20 to 25	\$23,913	\$0	\$0
Adventhealth Fish	57	\$83,606	26 to 29	\$25,528	\$0	\$0
Halifax Hospital Medical	14	\$76,712	30 to 39	\$106,563	\$0	\$0
PHPTS Of Ormond Beach	8	\$45,027	40 to 49	\$55,122	\$0	\$0
Medical Center Of Deltona	14	\$39,337	50 to 59	\$332,161	\$0	\$0
Deland Dialysis	27	\$22,875	60 to 64	\$150,976	\$0	\$0
Quest Diagnostics Tampa	330	\$22,732	65 and Older	\$73,842	\$0	\$0
06 Radiology Associates	107	\$13,126	<b>Totals</b>	<b>\$768,556</b>	<b>\$0</b>	<b>\$0</b>
Adventhealth Deland	70	\$9,403				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 24	\$587,445	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 24	\$863,716	Medical	\$25,062	42	\$1,052,604
December 24	\$653,847	Dental	\$0	13	\$0
January 25	\$697,904	Vision	\$0	56	\$0
February 25	\$1,213,843	RX	\$0	69	\$0
March 25	\$610,869	<b>Total:</b>			<b>\$1,052,604</b>
April 25	\$799,399				
May 25	\$768,556				
<b>Total:</b>	<b>\$6,195,580</b>				



# Executive Summary for 00532

Client: West Volusia Hospital Authority  
Paid Dates: 5/1/2025 to 5/31/2025  
Location: All  
Department: All  
Benefit Plan: All  
TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
AMBULANCE	2	\$6,073	\$6,073	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	42	\$67,395	\$57,295	\$10,100	\$0	\$0	\$10,100	1.31%
CHIROPRACTIC	37	\$2,298	\$1,365	\$933	\$181	\$0	\$752	0.10%
DIALYSIS	73	\$743,588	\$715,112	\$28,476	\$0	\$0	\$28,476	3.71%
DME/APPLIANCE	8	\$2,742	\$2,742	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	404	\$971,632	\$880,895	\$90,738	\$3,141	\$0	\$87,597	11.40%
HOSPICE CARE	2	\$5,734	\$5,734	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	253	\$50,961	\$50,532	\$430	\$0	\$0	\$430	0.06%
INPATIENT PHYS	284	\$86,367	\$68,822	\$17,546	\$0	\$0	\$17,546	2.28%
IP HOSP CHARGES	60	\$1,813,114	\$1,600,972	\$212,141	\$1,100	\$0	\$211,041	27.46%
MATERNITY	3	\$3,000	\$3,000	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	91	\$23,766	\$19,569	\$4,197	\$477	\$0	\$3,720	0.48%
OFFICE VISIT	746	\$98,638	\$66,151	\$32,487	\$2,849	\$0	\$29,638	3.86%
OP PHYSICIAN	328	\$29,302	\$13,208	\$16,094	\$232	\$0	\$15,862	2.06%
OTHER	199	\$0	\$0	\$0	\$0	\$1,737	-\$1,737	-0.23%
OUTPAT HOSP	9	\$43,127	\$38,635	\$4,492	\$275	\$0	\$4,217	0.55%
PSYCHIATRIC	121	\$81,644	\$43,048	\$38,596	\$550	\$0	\$38,046	4.95%
RADIATION /CHEMO	55	\$259,172	\$177,836	\$81,336	\$12	\$0	\$81,324	10.58%
SUBS ABUSE	4	\$72,610	\$36,305	\$36,305	\$0	\$0	\$36,305	4.72%
SURG FACILITY	56	\$663,422	\$574,218	\$89,205	\$875	\$0	\$88,330	11.49%
SURGERY	166	\$49,686	\$39,672	\$10,013	\$0	\$0	\$10,013	1.30%
SURGERY IP	17	\$26,095	\$22,969	\$3,126	\$0	\$0	\$3,126	0.41%
SURGERY OP	32	\$31,104	\$19,455	\$11,649	\$0	\$0	\$11,649	1.52%
THERAPY	387	\$39,090	\$29,564	\$9,526	\$800	\$0	\$8,726	1.14%
URGENT CARE	18	\$3,194	\$2,137	\$1,057	\$225	\$0	\$832	0.11%
VISION	1	\$0	\$0	\$0	\$0	\$0	\$0	0.00%
WELLNESS	696	\$54,503	\$45,028	\$9,475	\$0	\$0	\$9,475	1.23%
XRAY/ LAB	2907	\$519,064	\$445,266	\$73,798	\$709	\$0	\$73,089	9.51%
Totals:	7001	\$5,747,324	\$4,965,605	\$781,719	\$11,426	\$1,737	\$768,556	





# Executive Summary for 00532

Client:

West Volusia Hospital Authority

Department: All

Paid Dates:

10/1/2024 to 5/31/2025

Benefit Plan: All

Location:

All

TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	60392		Charges	\$53,657,400	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$47,395,559	Addl Info Not Provided	-\$73,136	-0.14%
Medical	\$6,195,580	\$501	Allowed	\$6,261,841	Duplicate Charges	\$2,272,667	4.24%
Professional	\$2,722,594	\$220	less Member	\$93,326	Employee Ineligible	\$2,026	0.00%
Facility	\$3,472,986	\$281	less Adjustments	-\$27,065	Not Medically...	\$80	0.00%
PBM	\$0	\$0	Paid Benefit	\$6,195,580	Plan Limitations	\$10,550,325	19.66%
Vision	\$0	\$0	plus Admin Costs	\$2,615,618	Cost Savings	\$34,549,399	64.39%
<b>Total Plan Paid:</b>	<b>\$6,195,580</b>	<b>\$501</b>	<b>Total Plan Paid:</b>	<b>\$8,811,198</b>	UCR Reductions	\$3,704	0.01%
					Other	\$90,494	0.17%
					<b>Total:</b>	<b>\$47,395,559</b>	<b>88.33%</b>

Census										
Census Date:	Male	Female	Total	Male	Female	Male	Female	Total	Total	Total
5/31/2025	Emp	Emp	Employees	Spouse	Spouse	Dep	Dep	Medical	Dental	Vision
0 to 19	43	40	83	0	0	0	0	83	0	0
20 to 25	32	46	78	0	0	0	0	78	0	0
26 to 29	42	36	78	0	0	0	0	78	0	0
30 to 39	124	128	252	0	0	0	0	252	0	0
40 to 49	161	185	346	0	0	0	0	346	0	0
50 to 59	176	230	406	0	0	0	0	406	0	0
60 to 64	106	110	216	0	0	0	0	216	0	0
65 and Older	33	54	87	0	0	0	0	87	0	0
<b>Totals</b>	<b>717</b>	<b>829</b>	<b>1546</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1546</b>	<b>0</b>	<b>0</b>
<b>Average Age</b>	<b>45.07</b>	<b>46.48</b>	<b>45.83</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>45.83</b>	<b>0.00</b>	<b>0.00</b>

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 5/31/2025	Employee	Spouse	Dependent
Adventhealth Deland	797	\$1,003,918	0 to 19	\$17,342	\$0	\$0
Florida Cancer Specialists	787	\$908,382	20 to 25	\$104,969	\$0	\$0
Adventhealth Fish	630	\$683,339	26 to 29	\$227,883	\$0	\$0
Halifax Hospital Medical	134	\$612,959	30 to 39	\$780,423	\$0	\$0
Medical Center Of Deltona	142	\$416,823	40 to 49	\$977,805	\$0	\$0
Deland Dialysis	408	\$360,906	50 to 59	\$2,283,154	\$0	\$0
Quest Diagnostics Tampa	2767	\$175,341	60 to 64	\$1,185,238	\$0	\$0
PHPTS Of Ormond Beach	61	\$156,423	65 and Older	\$618,767	\$0	\$0
06 Radiology Associates	1034	\$124,123	<b>Totals</b>	<b>\$6,195,580</b>	<b>\$0</b>	<b>\$0</b>
Quest Diagnostics Nichols	561	\$104,674				

Claims Paid by Month		Average Lag & Average Spend (rolling 12 months)			
October 24	\$587,445	Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
November 24	\$863,716	Medical	\$25,062	42	\$1,052,604
December 24	\$653,847	Dental	\$0	13	\$0
January 25	\$697,904	Vision	\$0	56	\$0
February 25	\$1,213,843	RX	\$0	69	\$0
March 25	\$610,869	<b>Total:</b>			<b>\$1,052,604</b>
April 25	\$799,399				
May 25	\$768,556				
<b>Total:</b>	<b>\$6,195,580</b>				



# Executive Summary for 00532

Client: West Volusia Hospital Authority  
Paid Dates: 10/1/2024 to 5/31/2025  
Location: All  
Department: All  
Benefit Plan: All  
TIN: All

Benefit Analysis								
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
ALLERGY CARE	1	\$650	\$452	\$198	\$0	\$0	\$198	0.00%
AMBULANCE	32	\$69,062	\$69,062	\$0	\$0	\$0	\$0	0.00%
ANESTHESIA	407	\$533,973	\$435,463	\$98,509	\$0	\$0	\$98,509	1.59%
CHIROPRACTIC	268	\$18,484	\$10,634	\$7,851	\$1,241	\$0	\$6,609	0.11%
COVID-19	7	\$850	\$850	\$0	\$0	\$0	\$0	0.00%
DIALYSIS	764	\$14,987,483	\$14,540,598	\$446,885	\$0	\$0	\$446,885	7.21%
DME/APPLIANCE	49	\$44,750	\$44,750	\$0	\$0	\$0	\$0	0.00%
EMERG ROOM CHRGS	3485	\$8,022,532	\$7,426,664	\$595,868	\$24,484	\$0	\$571,384	9.22%
HOME HEALTH CARE	2	\$492	\$492	\$0	\$0	\$0	\$0	0.00%
HOSPICE CARE	2	\$5,734	\$5,734	\$0	\$0	\$0	\$0	0.00%
INELIGIBLE	2101	\$1,412,509	\$1,407,855	\$4,654	\$0	\$0	\$4,654	0.08%
INPATIENT PHYS	2059	\$564,218	\$431,625	\$132,593	\$0	\$0	\$132,593	2.14%
IP HOSP CHARGES	433	\$10,462,902	\$9,068,739	\$1,394,163	\$8,000	\$0	\$1,386,163	22.37%
MATERNITY	23	\$27,600	\$27,600	\$0	\$0	\$0	\$0	0.00%
MEDICAL MISC	292	\$66,238	\$56,115	\$10,123	\$1,494	\$0	\$8,629	0.14%
OFFICE VISIT	6453	\$892,536	\$576,049	\$316,487	\$25,259	\$0	\$291,228	4.70%
OP PHYSICIAN	1633	\$600,601	\$479,727	\$120,875	\$1,385	\$0	\$119,490	1.93%
OTHER	1705	\$2,393	\$2,329	\$64	\$0	-\$27,065	\$27,128	0.44%
OUTPAT HOSP	201	\$496,970	\$446,425	\$50,545	\$4,027	\$0	\$46,518	0.75%
PSYCHIATRIC	1012	\$456,690	\$260,956	\$195,734	\$4,045	\$0	\$191,689	3.09%
RADIATION /CHEMO	878	\$3,257,445	\$2,362,700	\$894,745	\$233	\$0	\$894,512	14.44%
SLEEP DISORDER	14	\$2,249	\$2,249	\$0	\$0	\$0	\$0	0.00%
SUBS ABUSE	42	\$294,646	\$191,595	\$103,051	\$0	\$0	\$103,051	1.66%
SURG FACILITY	556	\$4,958,550	\$4,204,611	\$753,939	\$9,175	\$0	\$744,764	12.02%
SURGERY	1532	\$294,305	\$219,187	\$75,118	\$0	\$0	\$75,118	1.21%
SURGERY IP	142	\$156,789	\$116,788	\$40,001	\$0	\$0	\$40,001	0.65%
SURGERY OP	285	\$344,851	\$268,101	\$76,750	\$0	\$0	\$76,750	1.24%
THERAPY	3158	\$334,257	\$241,861	\$92,396	\$7,120	\$0	\$85,276	1.38%
URGENT CARE	141	\$26,745	\$20,438	\$6,307	\$1,314	\$0	\$4,993	0.08%
VISION	7	\$432	\$432	\$0	\$0	\$0	\$0	0.00%
WELLNESS	6256	\$471,032	\$386,795	\$84,237	\$0	\$0	\$84,237	1.36%
XRAY/ LAB	27552	\$4,849,432	\$4,088,682	\$760,751	\$5,549	\$0	\$755,202	12.19%
Totals:	61492	\$53,657,400	\$47,395,559	\$6,261,841	\$93,326	-\$27,065	\$6,195,580	



# PCORI Membership Count

Block of Business ID: EBMSI  
Client ID: 00532

Eligibility Date: : 1/1/2025 to 5/31/2025

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
1/1/2025	1594	0	1594
2/1/2025	1604	0	1604
3/1/2025	1618	0	1618
4/1/2025	1607	0	1607
5/1/2025	1615	0	1615
Total Member Days			1,607.60



## Enrollment Counts by City and State

Block of Business ID:  
Client ID:

EBMSI  
00532

As Of Date: 5/31/2025

City, State	Employee Count	Dependent Count	Total Count
Astor, FL	3	0	3
De Leon Springs, FL	121	0	121
Debary, FL	36	0	36
Deland, FL	763	0	763
Deltona, FL	380	0	380
Lake Helen, FL	11	0	11
Orange City, FL	94	0	94
Osteen, FL	7	0	7
Pierson, FL	88	0	88
Seville, FL	43	0	43
<b>Total</b>	<b>1546</b>	<b>0</b>	<b>1546</b>



# Tier Census by Product 5/1/2025

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

Products: MM,DE,VI

## 00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1522	715	807	0	0	0	0	1522
		Subtotal for Active:	1522	715	807	0	0	0	0	1522
		Total for Medical:	1522	715	807	0	0	0	0	1522



# Tier Census by Product 5/15/2025

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

Products: MM,DE,VI

## 00532 : West Volusia Hospital Authority

Medical	Status	Coverage Level	Total Members	Male Members	Female Members	Male Spouses	Female Spouses	Male Dependents	Female Dependents	Total Enrolled
	Active	Employee Only	1514	704	810	0	0	0	0	1514
		Subtotal for Active:	1514	704	810	0	0	0	0	1514
		Total for Medical:	1514	704	810	0	0	0	0	1514



## Benefit Analysis Summary

Block of Business ID: EBMSI  
Client ID: 00532  
Paid Date: 5/1/2025 to 5/31/2025

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
AMBULANCE	2	6,073.00	6,073.00	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	42	67,395.30	4,021.20	53,274.29	10,099.81	0.00	0.00	10,099.81	1.31%
CHIROPRACTIC	37	2,298.14	59.96	1,304.89	933.29	181.46	0.00	751.83	0.10%
DIALYSIS	73	743,587.62	122,615.55	592,496.41	28,475.66	0.00	0.00	28,475.66	3.71%
DME/APPLIANCE	8	2,742.41	2,742.41	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	404	971,632.25	187,677.11	693,217.50	90,737.64	3,140.87	0.00	87,596.77	11.40%
HOSPICE CARE	2	5,734.15	5,734.15	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	253	50,961.30	47,674.57	2,857.22	429.51	0.00	0.00	429.51	0.06%
INPATIENT PHYS	284	86,367.30	36,730.60	32,090.95	17,545.75	0.00	0.00	17,545.75	2.28%
IP HOSP CHARGES	60	1,813,113.60	449,628.55	1,151,343.87	212,141.18	1,100.00	0.00	211,041.18	27.46%
MATERNITY	3	3,000.00	3,000.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	91	23,766.00	4,900.00	14,669.16	4,196.84	476.96	0.00	3,719.88	0.48%
OFFICE VISIT	746	98,638.14	14,676.20	51,475.06	32,486.88	2,848.54	0.00	29,638.34	3.86%
OP PHYSICIAN	328	29,302.00	1,347.00	11,861.11	16,093.89	232.39	0.00	15,861.50	2.06%
OTHER	211	0.00	0.00	0.00	0.00	0.00	1,736.59	-1,736.59	-0.23%
OUTPAT HOSP	9	43,127.41	15,371.05	23,263.96	4,492.40	275.00	0.00	4,217.40	0.55%
PSYCHIATRIC	121	81,644.28	1,006.00	42,042.00	38,596.28	550.00	0.00	38,046.28	4.95%
RADIATION /CHEMO	55	259,172.29	0.00	177,836.31	81,335.98	11.50	0.00	81,324.48	10.58%
SUBS ABUSE	4	72,610.38	0.00	36,305.19	36,305.19	0.00	0.00	36,305.19	4.72%
SURG FACILITY	56	663,422.34	40,977.48	533,240.22	89,204.64	875.00	0.00	88,329.64	11.49%
SURGERY	166	49,685.74	0.00	39,672.49	10,013.25	0.00	0.00	10,013.25	1.30%
SURGERY IP	17	26,095.14	18,861.50	4,107.75	3,125.89	0.00	0.00	3,125.89	0.41%
SURGERY OP	32	31,103.88	116.88	19,338.06	11,648.94	0.00	0.00	11,648.94	1.52%
THERAPY	387	39,090.09	12,023.00	17,541.16	9,525.93	800.00	0.00	8,725.93	1.14%
URGENT CARE	18	3,194.00	0.00	2,136.66	1,057.34	225.00	0.00	832.34	0.11%
VISION	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	696	54,503.12	7,878.71	37,149.66	9,474.75	0.00	0.00	9,474.75	1.23%
XRAY/ LAB	2907	519,063.91	52,558.50	392,707.74	73,797.67	708.93	0.00	73,088.74	9.51%
Totals for 00532	7013	5,747,323.79	1,035,673.42	3,929,931.66	781,718.71	11,425.65	1,736.59	768,556.47	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 06:27:20 on 01 June 2025



## Benefit Analysis Summary

Block of Business ID: EBMSI  
Client ID: 00532  
Paid Date: 10/1/2024 to 5/31/2025

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	1	650.00	0.00	452.33	197.67	0.00	0.00	197.67	0.00%
AMBULANCE	32	69,061.70	69,061.70	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	407	533,972.50	43,573.93	391,889.43	98,509.14	0.00	0.00	98,509.14	1.59%
CHIROPRACTIC	268	18,484.14	343.66	10,289.91	7,850.57	1,241.46	0.00	6,609.11	0.11%
COVID-19	7	849.55	849.55	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	764	14,987,482.71	3,616,959.86	10,923,638.06	446,884.79	0.00	0.00	446,884.79	7.21%
DME/APPLIANCE	49	44,749.90	44,749.90	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	3485	8,022,531.70	3,032,000.68	4,394,663.03	595,867.99	24,483.68	0.00	571,384.31	9.22%
HOME HEALTH CARE	2	492.00	492.00	0.00	0.00	0.00	0.00	0.00	0.00%
HOSPICE CARE	2	5,734.15	5,734.15	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	2101	1,412,509.42	1,400,605.81	7,249.47	4,654.14	0.00	0.00	4,654.14	0.08%
INPATIENT PHYS	2059	564,217.63	202,722.72	228,901.88	132,593.03	0.00	0.00	132,593.03	2.14%
IP HOSP CHARGES	433	10,462,902.29	1,693,355.96	7,375,383.24	1,394,163.09	8,000.00	0.00	1,386,163.09	22.37%
MATERNITY	23	27,600.00	27,600.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	292	66,238.24	24,507.24	31,607.79	10,123.21	1,494.26	0.00	8,628.95	0.14%
OFFICE VISIT	6453	892,535.90	86,580.93	489,468.01	316,486.96	25,258.54	0.00	291,228.42	4.70%
OP PHYSICIAN	1633	600,601.49	63,949.77	415,777.05	120,874.67	1,384.76	0.00	119,489.91	1.93%
OTHER	1967	2,393.00	779.00	1,550.42	63.58	0.00	-27,064.50	27,128.08	0.44%
OUTPAT HOSP	201	496,970.06	95,925.84	350,499.31	50,544.91	4,027.13	0.00	46,517.78	0.75%
PSYCHIATRIC	1012	456,690.28	104,191.04	156,765.26	195,733.98	4,045.00	0.00	191,688.98	3.09%
RADIATION /CHEMO	878	3,257,445.40	432,378.18	1,930,321.85	894,745.37	233.09	0.00	894,512.28	14.44%
SLEEP DISORDER	14	2,248.65	2,248.65	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	42	294,646.20	42,418.98	149,175.92	103,051.30	0.00	0.00	103,051.30	1.66%
SURG FACILITY	556	4,958,549.65	343,400.73	3,861,210.27	753,938.65	9,175.00	0.00	744,763.65	12.02%
SURGERY	1532	294,304.90	6,704.70	212,482.58	75,117.62	0.00	0.00	75,117.62	1.21%
SURGERY IP	142	156,789.08	38,141.42	78,646.95	40,000.71	0.00	0.00	40,000.71	0.65%
SURGERY OP	285	344,851.12	27,922.88	240,177.75	76,750.49	0.00	0.00	76,750.49	1.24%
THERAPY	3158	334,257.09	80,220.00	161,641.29	92,395.80	7,120.00	0.00	85,275.80	1.38%
URGENT CARE	141	26,744.76	4,838.24	15,599.96	6,306.56	1,314.05	0.00	4,992.51	0.08%
VISION	7	432.00	432.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	6256	471,031.91	47,249.72	339,545.66	84,236.53	0.00	0.00	84,236.53	1.36%
XRAY/ LAB	27552	4,849,432.49	547,638.05	3,541,043.87	760,750.57	5,548.94	0.00	755,201.63	12.19%
Totals for 00532	61754	53,657,399.91	12,087,577.29	35,307,981.29	6,261,841.33	93,325.91	-27,064.50	6,195,579.92	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 06:35:42 on 01 June 2025





# Summary of Claims Paid By Location

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 5/1/2025 to 5/31/2025

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
miCareDeLand	1507	404,610.04	0.00	0.00	0.00	0.00	404,610.04
miCareDelton	1342	330,452.34	0.00	0.00	0.00	0.00	330,452.34
miCarePierse	141	33,494.09	0.00	0.00	0.00	0.00	33,494.09
N/A	4	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	2994	768,556.47	0.00	0.00	0.00	0.00	768,556.47



# Summary of Claims Paid By Location

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 10/1/2024 to 5/31/2025

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
DeLand	1	0.00	0.00	0.00	0.00	0.00	0.00
Deltona	2	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand	13416	3,401,872.67	0.00	0.00	0.00	0.00	3,401,872.67
miCareDelton	11357	2,574,011.74	0.00	0.00	0.00	0.00	2,574,011.74
miCarePierse	977	219,695.51	0.00	0.00	0.00	0.00	219,695.51
N/A	64	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	25817	6,195,579.92	0.00	0.00	0.00	0.00	6,195,579.92



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 5/1/2025 to 5/31/2025

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
20-4552956	1942540356	Micare LLC	Billings	MT	Clinic	592	0.00	0.00	0.00	0.00	0.00	0.00



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI  
Client ID: 00532

Paid Date: 10/1/2024 to 5/31/2025

Tin	NPI	Provider	City	State	Specialty	Claim Count	Billed Charges	Over UCR	PPO Discount	Allowed	Plan Paid	Patient Resp
20-4552956	1942540356	Micare LLC	Billings	MT	Clinic	4900	0.00	0.00	0.00	0.00	0.00	0.00



## CLAIMS PAID BY MONTH

Paid Date: 10/1/24 to 5/31/25

Location Name	Month	Hospital	Laboratory	PCP	Specialty	Facility Physician	Total Claims Count	Total Paid Claims	Total Fixed Costs	Employee Count	PEPM Cost/ Employee	Hospital PEPM	Lab PEPM	PCP PEPM	Specialty PEPM	Facility PEPM
00532 - West Volusia Hospital Authority																
DeLand	11-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	1	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DeLand	05-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$0.00	2	\$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	2	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Deltona	10-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	2	\$0.00	\$0.00	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
miCareDeLand	10-2024	\$115,189.86	\$23,353.26	\$365.04	\$206,719.28	\$0.00	1670	\$345,627.44	\$0.00	966	\$357.79	\$119.24	\$24.18	\$0.38	\$214.00	\$0.00
miCareDeLand	11-2024	\$203,463.92	\$24,990.98	\$365.04	\$272,695.74	\$0.00	1788	\$501,515.68	\$0.00	975	\$514.38	\$208.68	\$25.63	\$0.37	\$279.69	\$0.00
miCareDeLand	12-2024	\$133,478.22	\$18,415.92	\$0.00	\$227,953.51	\$0.00	1566	\$379,847.65	\$0.00	979	\$388.00	\$136.34	\$18.81	\$0.00	\$232.84	\$0.00
miCareDeLand	01-2025	\$171,507.75	\$22,164.05	\$0.00	\$207,814.07	\$0.00	1399	\$401,485.87	\$0.00	981	\$409.26	\$174.83	\$22.59	\$0.00	\$211.84	\$0.00
miCareDeLand	02-2025	\$343,988.20	\$24,057.06	\$2,509.96	\$267,282.79	\$0.00	2104	\$637,838.01	\$0.00	993	\$642.33	\$346.41	\$24.23	\$2.53	\$269.17	\$0.00
miCareDeLand	03-2025	\$141,897.02	\$23,360.18	\$737.58	\$154,960.44	\$0.00	1566	\$320,955.22	\$0.00	1012	\$317.15	\$140.21	\$23.08	\$0.73	\$153.12	\$0.00
miCareDeLand	04-2025	\$197,010.52	\$23,150.29	\$548.30	\$189,283.65	\$0.00	1593	\$409,992.76	\$0.00	1008	\$406.74	\$195.45	\$22.97	\$0.54	\$187.78	\$0.00
miCareDeLand	05-2025	\$256,053.01	\$16,603.69	\$376.29	\$131,577.05	\$0.00	1461	\$404,610.04	\$0.00	1011	\$400.21	\$253.27	\$16.42	\$0.37	\$130.15	\$0.00
	Subtotal:	\$1,562,588.50	\$176,095.43	\$4,902.21	\$1,658,286.53	\$0.00	13147	\$3,401,872.67	\$0.00	7925	\$429.26	\$197.17	\$22.22	\$0.62	\$209.25	\$0.00
miCareDelton	10-2024	\$75,447.41	\$13,266.17	\$0.00	\$131,247.03	\$0.00	1377	\$219,960.61	\$0.00	581	\$378.59	\$129.86	\$22.83	\$0.00	\$225.90	\$0.00
miCareDelton	11-2024	\$161,697.63	\$16,268.38	\$0.00	\$153,004.55	\$0.00	1420	\$330,970.56	\$0.00	573	\$577.61	\$282.19	\$28.39	\$0.00	\$267.02	\$0.00
miCareDelton	12-2024	\$134,114.08	\$15,128.60	\$0.00	\$104,516.44	\$0.00	1305	\$253,759.12	\$0.00	554	\$458.05	\$242.08	\$27.31	\$0.00	\$188.66	\$0.00
miCareDelton	01-2025	\$114,808.48	\$16,230.16	\$0.00	\$130,267.36	\$0.00	1144	\$261,306.00	\$0.00	550	\$475.10	\$208.74	\$29.51	\$0.00	\$236.85	\$0.00
miCareDelton	02-2025	\$358,838.32	\$20,923.94	\$114.69	\$167,193.55	\$0.00	1808	\$547,070.50	\$0.00	548	\$998.30	\$654.81	\$38.18	\$0.21	\$305.10	\$0.00
miCareDelton	03-2025	\$138,178.07	\$14,496.96	\$0.00	\$123,890.84	\$0.00	1536	\$276,565.87	\$0.00	543	\$509.33	\$254.47	\$26.70	\$0.00	\$228.16	\$0.00
miCareDelton	04-2025	\$201,482.57	\$19,118.25	\$66.52	\$133,259.40	\$0.00	1318	\$353,926.74	\$0.00	536	\$660.31	\$375.90	\$35.67	\$0.12	\$248.62	\$0.00
miCareDelton	05-2025	\$183,556.94	\$15,990.21	\$471.42	\$130,433.77	\$0.00	1329	\$330,452.34	\$0.00	539	\$613.08	\$340.55	\$29.67	\$0.87	\$241.99	\$0.00
	Subtotal:	\$1,368,123.50	\$131,422.67	\$652.63	\$1,073,812.94	\$0.00	11237	\$2,574,011.74	\$0.00	4424	\$581.83	\$309.25	\$29.71	\$0.15	\$242.72	\$0.00
miCarePierso	10-2024	\$1,576.07	\$2,656.08	\$0.00	\$17,624.57	\$0.00	132	\$21,856.72	\$0.00	66	\$331.16	\$23.88	\$40.24	\$0.00	\$267.04	\$0.00
miCarePierso	11-2024	\$17,447.81	\$1,526.75	\$0.00	\$12,255.67	\$0.00	134	\$31,230.23	\$0.00	66	\$473.19	\$264.36	\$23.13	\$0.00	\$185.69	\$0.00
miCarePierso	12-2024	\$10,835.80	\$2,485.83	\$0.00	\$6,918.41	\$0.00	116	\$20,240.04	\$0.00	64	\$316.25	\$169.31	\$38.84	\$0.00	\$108.10	\$0.00
miCarePierso	01-2025	\$24,289.62	\$982.59	\$0.00	\$9,839.75	\$0.00	79	\$35,111.96	\$0.00	63	\$557.33	\$385.55	\$15.60	\$0.00	\$156.19	\$0.00
miCarePierso	02-2025	\$11,134.68	\$1,721.99	\$0.00	\$16,078.16	\$0.00	117	\$28,934.83	\$0.00	63	\$459.28	\$176.74	\$27.33	\$0.00	\$255.21	\$0.00
miCarePierso	03-2025	\$942.74	\$1,383.96	\$0.00	\$11,021.22	\$0.00	121	\$13,347.92	\$0.00	63	\$211.87	\$14.96	\$21.97	\$0.00	\$174.94	\$0.00
miCarePierso	04-2025	\$20,847.99	\$3,881.86	\$0.00	\$10,749.87	\$0.00	134	\$35,479.72	\$0.00	63	\$563.17	\$330.92	\$61.62	\$0.00	\$170.63	\$0.00
miCarePierso	05-2025	\$21,250.55	\$3,494.75	\$0.00	\$8,748.79	\$0.00	141	\$33,494.09	\$0.00	63	\$531.65	\$337.31	\$55.47	\$0.00	\$138.87	\$0.00
	Subtotal:	\$108,325.26	\$18,133.81	\$0.00	\$93,236.44	\$0.00	974	\$219,695.51	\$0.00	511	\$429.93	\$211.99	\$35.49	\$0.00	\$182.46	\$0.00
N/A	10-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	10	\$0.00	\$353,905.38	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	11-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	7	\$0.00	\$295,141.10	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	12-2024	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	3	\$0.00	\$301,829.39	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	01-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	5	\$0.00	\$297,957.57	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	02-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9	\$0.00	\$329,172.19	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	03-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	9	\$0.00	\$395,883.47	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	04-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	12	\$0.00	\$329,739.21	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	05-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	4	\$0.00	\$311,990.01	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	59	\$0.00	\$2,615,618.32	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Total:	\$3,039,037.26	\$325,651.91	\$5,554.84	\$2,825,335.91	\$0.00	25420	\$6,195,579.92	\$2,615,618.32	12862	\$685.06	\$236.28	\$25.32	\$0.43	\$219.67	\$0.00

### Parameters

Beginning Location:  
Ending Location:  
Paid Date: 10/1/2024-5/31/2025  
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 2025 Report

### miCare Utilization

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
<b>DeLand</b>			
2025	236	203	86%

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
<b>Deltona</b>			
2025	176	148	84%

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
<b>Overall</b>			
2025	412	351	85%

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

#### Key Insights:

- The Utilization measures Physician Assistant/Nurse Practitioner time available to provide direct patient care.
- Utilization measures the clinician’s scheduled availability to the amount of time used to meet patient appointments.
- Between the two clinics 85% of the available clinician capacity was used for scheduled appointments; 15% of clinician time was available for walk-ins and other patient care activities.
- “No Shows” is where patients didn’t attend their scheduled clinic appointment.

	No Show Count	No Show %
<b>DeLand</b>	84	9%
<b>Deltona</b>	45	7%

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



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

## Visit Type Utilization

### WVHA miCare Clinic Total Visits for DeLand

Clinic Services	Number of visits	%	Notes
Total Provider visits	372	40%	Schedulable patient activities
Total Labs	224	24%	Schedulable patient activities
Total Nurse Visits	8	1%	Schedulable patient activities
Total medication pick-up	306		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	20		Don't have a visit type and are not scheduled appointments
<b>Total Visits</b>	<b>930</b>		

### DeLand

- There was a total of 604 clinic visits at the DeLand clinic in June plus 306 medication pick-ups and an additional 20 med pick-ups from the PAP program
- Of the 604 clinic visits, 18 were phone visits
- There were 23 **new** patients that established care at the DeLand clinic last month
- There were 67 **Physicals** in June – Male/Female Wellness – Established Patients

### WVHA miCare Clinic Total Visits for Deltona

Clinic Services	Number of visits	%	Notes
Total Provider visits	273	45%	Schedulable patient activities
Total Labs	135	22%	Schedulable patient activities
Total Nurse Visits	3	0%	Schedulable patient activities
Total medication pick-up	179		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	19		Don't have a visit type and are not scheduled appointments
<b>Total Visits</b>	<b>609</b>		

### Deltona

- There was a total of 411 clinic visits at the Deltona clinic in June plus 179 medication pick-ups from Deltona as well as 19 med pick-ups from the PAP program
- Of the 411 visits, 7 were phone visits
- There were 16 **new** patients that established care at the Deltona clinic last month
- There were 27 **Physicals** in June – Male/Female Wellness – Established Patients



## miCare Member Migration

June 2025

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
<b>DeLand</b>	512	1,597	32%
<b>Deltona</b>	331	1,597	21%

**\* Combined migration – 47% for June**

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

## PAP (Pharmacy Assistance Program)- WVHA Health Card Members

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

<b>PAP Summary - June -2025</b>	
Application Approved	386
Application Pending Approval	9
Application Started but Not Submitted	6
<b>Total Active Applications</b>	<b>401</b>
	(Active Applications)

**Key Insights:**

- **39 PAP medications were picked up between the two locations**
- **Currently, WVHA has 401 patients with active PAP applications being managed**
- **The projected annualized savings for the PAP applications are \$2,4474,201**





# WVHA miCare Clinic Deland and Deltona

## Quarter Three Report

April 1<sup>st</sup> – June 30<sup>th</sup>, 2025

### Clinical Utilization

Deland Q3	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	711	657	92%
2025	755	660	87%

Deltona Q3	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	482	413	86%
2025	550	445	81%

Deland and Deltona Q3	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2024	1,193	1,070	89%
2025	1,305	1,105	85%

**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

Q3	DeLand		Deltona	
2024	233	9%	133	7%
2025	250	9%	130	8%

## miCare Member Migration Q3 2025

	Total Unique Patients with Appointments	Total Eligible Membership	Penetration of Membership (%)
2024	1,060	1,514	70%
2025	1,066	1,597	67%

### Key Insights:

- The overall available hours increased for this period over last year and the utilization decreased slightly from 89% to 85% for the overall membership
- Membership increased from 1,514 in this period last year to 1,597 this year
- 67% of members used one of the sites in this quarter
- No show rates remained the same for DeLand and increased by 1% in Deltona for this period
- There was a total of 2,917 clinic visits between both sites in Q3. This shows an increase from last year's quarter – 2,874
  - DeLand 1,789
  - Deltona 1,128
- Survey results show 141 responses and an overall rating of 4.9 stars. See comments below – page 7 & 8



## miCare Visit Type Frequency

### DeLand

WVHA miCare Clinic Total Visits for DeLand			
Q3 - 2024-2025			
Clinic Services	Number of visits	%	Notes
Total Provider visits	1,218	43%	Schedulable patient activities
Total Labs	548	20%	Schedulable patient activities
Total Nurse Visits	23	1%	Schedulable patient activities
Total medication pick-up	938		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	74		Don't have a visit type and are not scheduled appointments
<b>Total Visits</b>	<b>2,801</b>		

- There was a total of 1,789 clinic visits at the DeLand clinic in Q3 2025, with an additional 938 medication pick-ups and 74 med pick-ups from the PAP program
- Of the 1,789 visits, 50 were phone visits
- There were 86 new patients that established care at the DeLand clinic, and 195 Physicals were conducted in this quarter

### Deltona

WVHA miCare Clinic Total Visits for Deltona			
Q3 - 2024-2025			
Clinic Services	Number of visits	%	Notes
Total Provider visits	821	%	Schedulable patient activities
Total Labs	299	%	Schedulable patient activities
Total Nurse Visits	8	%	Schedulable patient activities
Total medication pick-up	530		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	60		Don't have a visit type and are not scheduled appointments
<b>Total Visits</b>	<b>1,718</b>		

- There was a total of 1,128 clinic visits at the Deltona clinic in Q3 2025, with an additional 530 medication pick-ups along with 60 medication pick-ups from the PAP program
- Of the 1,128 visits, 37 were phone visits
- There were 32 new patients that established care at the Deltona clinic, and 110 Physicals were conducted in this quarter



## Referrals

**04/1/2025 – 06/30/2025**

<b>Total # All of Referrals</b>	<b>1,831</b>	
<b>miCare Provider Referrals</b>	<b>917</b>	<b>50%</b>
<b>Imaging Referrals</b>	<b>355</b>	<b>39%</b>
<b>Referral to Specialist</b>	<b>562</b>	<b>61%</b>

	<b>WVHA Average</b>	<b>*National Average</b>	<b>miCare Average</b>
<b>Benchmark</b>	<b>50%</b>	<b>28%</b>	<b>**30%</b>

\* National Average – per American Academy of Family Physicians

\*\* Average across miCare book of business

### **Top Five Referrals from Primary Care to Specialist**

- **Gastroenterology**
- **Ophthalmology**
- **Cardiology**
- **Psychiatry**
- **Neurology**

#### **Key Insights:**

- The total number of referrals for the period was 1,831
- Referrals from miCare providers were 917 and 50% of total referrals
- miCare referrals to Specialist were 562 and 61% of total miCare referrals.
- National average provided by the American Academy of Family physicians is 28% of provider visits resulting in a referral.
- The top five specialists align with primary care based off the clinical acuity of the population



## **ER Diversion Results**

Total ER visits Q1 2024	
Halifax	2
Advent	86
Total ER visits	88
Appropriate ER Visits	76
PCP Appropriate	12
Established Patients (miCare)	88
Follow up scheduled at miCare	78
Follow up completed at miCare	76

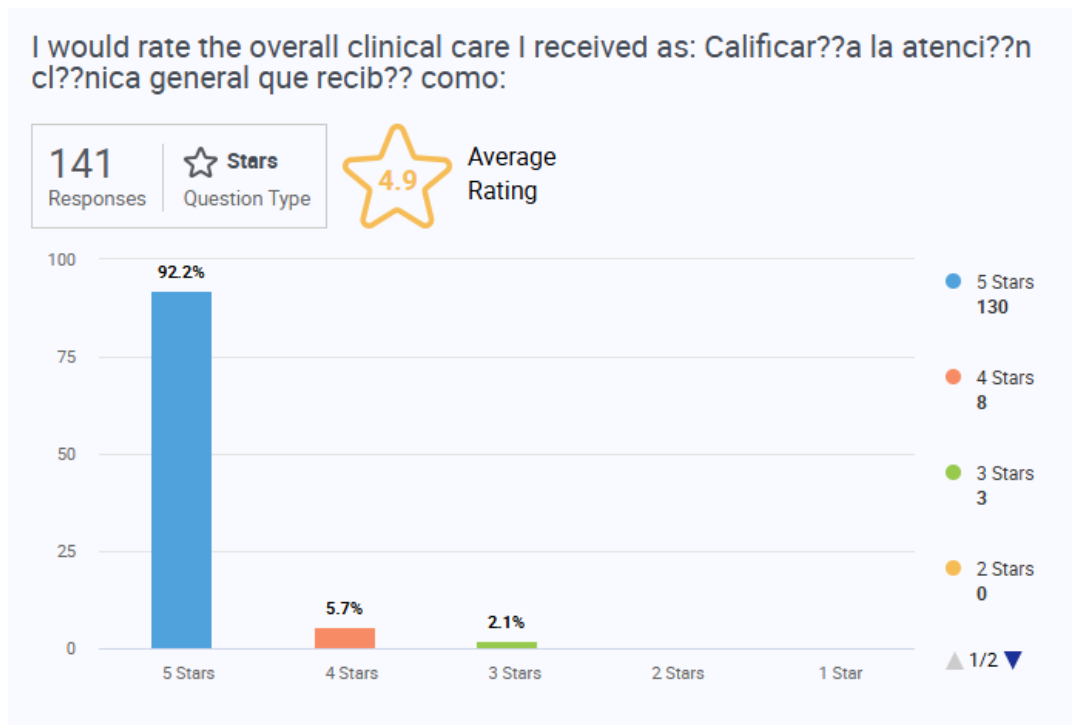
### **Key Insights:**

- Total patients between Halifax and Advent were 88 (2 Halifax and 86 Advent), this shows a decrease from 2024 for the same period, which had a total of 91 visits
- Out of the 88 patients that went to the ER, all had established care at miCare
- Out of the patients that sought care in the ER, 76 were appropriate and 12 could have been seen outside of the ER.
- 78 patients scheduled follow up appointments at miCare of those, 76 completed their follow up in the clinic.



## Post Visit Survey Results


April - June 2025



### Survey Results – Comments:

- my doctor, Gina Mendez is the best
- All the the staff are awesome with me i feel happy with my new doctor Patel
- Very Professional.
- Very professional.
- Love the stuff I had that day and love the concern my doctor always has with my health Dr Patel
- Por el momento estoy a gusto con las atenciones generales del personal de la clínica, gracias! *So far I'm happy with the overall care provided by the clinic staff, thank you!*
- Estoy muy satisfecha con los servivios con el personal, y especialmente con la atencion del doctor Paez. Todos muy profesionales y atentos a mi estado de salud. Lo que agradezco bastante. *I am very satisfied with the services and the staff, and especially with Dr. Paez's care. Everyone was very professional and attentive to my health, which I greatly appreciate.*
- I couldn't be more pleased with my care. Thank you
- Love all the staff at micare deltona. All are very friendly.
- Dr. Patel is a great physician. Always attentive and concern about my health.
- Awesome. People
- Great doctor's great staff
- Over all excellent service! Thanks!
- So far I have no complains. I'm really satisfied with the service.



- My last visit on the 14th the Dr. Kahn had some sense he listened , I do appreciate Dr Kahn he even helped some of the agonizing pain I've been in since Oct 24.
- I went for labs, I didn't see my provider but the nurse (Nicole) was so sweet. The receptionist were very and attentive.
- Todos son muy amables y atentos, le escuchan al pariente y contestan todas las inquietudes *Everyone is very kind and attentive, they listen to the relative and answer all concerns.*
- I'm very pleased with my Dr's care and the facility staff thank you
- I absolutely love everything about the clinic 
- Dr Patel and all her staff are very pleasant answering all my questions and helping where needed
- Service was excellent
- Gracias
- Stellar care, receptionist even recognized me and remembered my name. Taking real good care of me. Thank you so much!
- Me párese bien servicio, las enfermeras son amables, me atendieron en un tiempo que la espera no fue mucha, y me han referido al doctor que en el hospital había solicitado y me siento feliz por su servicio. *I think the service is good, the nurses are friendly, they treated me in a timely manner so the wait wasn't too long, and they referred me to the doctor I had requested at the hospital and I am happy with their service.*
- My doctor did not seem enthusiastic or willingly wanting to help. She almost seemed to be annoyed and while doing the breath test she proceeded to yell "blow, blow, blow" and I felt the whole clinic could hear her. With my anxiety I did not feel comfortable speaking up or telling the front staff.
- great staff at Deltona/deland office
- There's nothing to add to something that's working perfectly. The staff are awesome, the care is magnificent.
- The Dr's and staff have been Great!!! No complaints at all.
- La atención es buena ,son amables los proveedores solo que me ha tocado esperar algo de tiempo yo soy una persona que llego temprano a mis citas ,pero el problema es que en la sala tengo que esperar mucho a veces más de 30 minutos es el único detalle y eso que yo llego anticipadamente a mis citas y no se me hace justo es el único detalle *The attention is good, the providers are friendly, but I have had to wait a while. I am a person who arrives early to my appointments, but the problem is that in the room I have to wait a long time, sometimes more than 30 minutes, that is the only detail, and that is because I arrive early to my appointments and it does not seem fair to me, that is the only detail.*
- Dr. Neeha Patel is absolutely amazing! Caring, compassionate, understanding and treats me like a human being and not just number. She is wonderful!!!!!!
- no notes
- Dr Patel is always very thorough and answers all my questions and concerns. The care she always gives is greatly appreciated. The staff is always very helpful with all my questions and concerns ensuring my health is a priority. I appreciate all their help
- All the staff and doctors at the DeLand office are absolutely amazing. Dr Paez is the best doctor I have had in my life. He cares and not judgemental. He has taken great care of me in these last 9 months like no other doc. The girls at the front check n are amazing as well.



- Excelente servicio en general! *Excellent service overall!*
- The wait time is 20 min or longer waiting in lobby and sometimes even longer to see provider but wouldn't take me one day I was 20 min late which didn't make a difference. Only time I was disappointed in the staff.
- The doctor I saw was attentive of my needs
- Muy bien
- Gracias
- I received good attention and they were very helpful
- I have been informed of what's going on in more detail than my previous doctor and I appreciate that so much.
- Everyone is great and doing a good job
- Un servicio excelente!!
- Over all excellent service! Thanks!
- The service is amazing ! Provider is extremely knowledgeable and courteous as well as the staff they are Very courteous ,friendly and helpful as well . Thank you
- The doctor was very considerate and attentive. She addressed my issues plus some. Much appreciated.
- Amazed at the attentiveness of the doctor.
- Love the staff and Dr Paez, is wonderful!
- Solid first visit.
- Very pleased with clinic. Professional staff.
- The girl who helped me "check out" was so sweet and I didn't catch her name! She had a nose piercing and short hair in the deltona clinic. She was absolutely pleasant to talk to. The NP was very sweet and listened to my concerns and we are making a plan to get me where I need to be!
- Muy buena atencion por todo el personal. *Very good attention from all the staff.*
- The staff is extremely polite and helpful. They were friendly, approachable and, overall, efficient, informative to new news to me, which was extremely needed. Thank you MiCare Staff!





July 3, 2025

## West Volusia Hospital Authority Monthly Enrollment Report

In the month of June there were 241 client interviews conducted. Of these, 229 appointments were to assist with new /renew applications and 12 to assist with pending applications from May to June.

For the month a total of 229 applications were submitted for verification and enrollment. Of these, 229 were processed by the end of the month, leaving no rollovers to carry over into June for approval.

Of the 229 that were processed, 207 were approved, 10 were denied, and 12 pended.

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

Application Source	New	Renewal	Total
House Next Door	19	147	166
Halifax (Health Fund Solutions)	2	0	2
Advent Health/Fl Hospital	13	3	16
RAAO	18	19	37
Other	4	0	4
SMA	1	2	3
DCF	1	0	1
<b>Totals</b>	<b>58</b>	<b>171</b>	<b>229</b>

### 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
- Participating in Community Events

Respectfully submitted by Chris Booker

The House Next Door

Serving  
Volusia and Flagler Counties

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

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

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



CREDIBILITY • INTEGRITY • ACHIEVEMENT



**WEST VOLUSIA HOSPITAL AUTHORITY  
PRELIMINARY AD VALOREM TAX RESOLUTION  
ADOPTED AT A MEETING HELD JULY 17, 2025  
RESOLUTION 2025-001**

**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, 2025:

1. The date, time and place of the first public budget hearing shall be on **Wednesday, the 3<sup>rd</sup> day of September, 2025 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 2025-2026 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 **0.9897**.

**ADOPTED** and subscribed to this 17<sup>th</sup> day of July, 2025, at a duly noticed public meeting.

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**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 17, 2025 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 Jennifer L. Coen (yes/no/absent), Commissioner Judy L. Craig (yes/no/absent), Commissioner Rakeem R. Ford (yes/no/absent), Commissioner Voloria L. Manning (yes/no/absent) and Commissioner Jennifer I. Moore (yes/no/absent).

---

**SECRETARY, Judy L. Craig**  
West Volusia Hospital Authority

**From:** [Rose Alberts](#)  
**To:** [Stacy Tebo](#)  
**Cc:** [Laura Rookhuizen](#); [Sue Wayte](#)  
**Subject:** WVHA 2025-2026 Administrative Renewal Proposal  
**Date:** Wednesday, May 21, 2025 4:06:23 PM  
**Attachments:** [vblogo\\_2021\\_f7c56ad3-9012-4da5-afb3-f8f5da59d7aa\\_1e9f9071-e0d7-42c3-866f-c5b79a1f938f.png](#)  
[linkedin\\_32x32\\_1fada0f8-9033-4d12-b217-5758e1e6296f\\_86d8258f-640e-402f-be33-04164b910e00.png](#)

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Good afternoon Stacy,

Based on our ASA agreement the most recent CPI-U available for April 2025 is 2.3%. Based on this we are proposing a 2.3% increase to our Medical Administration Fee and miCare administrative fees to be effective on October 1, 2025, for the 25-26 fiscal year:

- *Medical Admin Fee – Current \$25.02 moving to \$25.60 starting Oct 1, 2025*
- *miCare Admin Fee – Current \$36.07 moving to \$36.90 starting Oct 1, 2025*

On our Population Health Management Fee and miRX Dispensing fee we will also be implementing a 2.3% increase effective on October 1, 2025, as follows for the new 25-26 fiscal year:

- *Population Health Management Fee – Current \$11.28 moving to \$11.54 starting Oct 1, 2025*
- *miRX Dispensing Fee – Current \$10.30 moving to \$10.54 starting Oct 1, 2025*

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. Let me know when approved.

**Rose Alberts**  
Director of Implementation



O: 678-290-5154  
E: [ralberts@veracity-benefits.com](mailto:ralberts@veracity-benefits.com)  
W: [Veracity-Benefits.com](http://Veracity-Benefits.com)  
1701 Barrett Lakes Blvd., Ste 200 | Kennesaw, GA



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Creating a **mobile medical facility** involves multiple steps, from planning and compliance to procurement, staffing, and operations. Whether you're aiming to provide basic health screenings, urgent care, dental services, or specialty care in underserved or remote areas, here's a comprehensive step-by-step breakdown:

---

## 1. Define Your Mission and Services

- **Target Population:** Rural, underserved, disaster zones, events, etc.
  - **Medical Services:** General care, dental, diagnostics, vaccinations, maternal health, etc.
  - **Frequency & Reach:** One-time, weekly, or permanent mobile route
- 

## 2. Research Legal & Regulatory Requirements

- **Licensing:**
    - Medical: Physicians, nurses, etc., must be licensed in your operating state(s)
    - Facility: Check state health department for facility licensing
  - **Vehicle Compliance:**
    - DOT regulations for mobile clinics
    - State/local permits (especially for parking in public spaces)
  - **HIPAA Compliance:** Ensure data privacy and secure patient records
  - **Malpractice Insurance:** For all practitioners
- 

## 3. Develop a Business Plan

Include:

- **Goals & Objectives**
  - **Target Market**
  - **Service Pricing / Free Model**
  - **Startup Costs & Funding**
  - **Revenue Projections**
  - **Marketing Strategy**
  - **Operational Workflow**
- 

## 4. Secure Funding

- **Sources:**
  - Grants (HRSA, SAMHSA, CDC)

- Philanthropy
    - Hospital partnerships
    - Private investors
    - Crowdfunding or sponsorships
  - **Budget:**
    - Vehicle costs
    - Medical equipment
    - Staff salaries
    - Fuel, maintenance, insurance
    - Licensing and compliance
- 

## 5. Purchase & Customize Your Vehicle

Options:

- **Retrofit an RV, trailer, or bus**
- **Custom-built mobile clinic from specialized manufacturers**

Consider:

- Layouts with exam rooms, waiting areas, sanitation, and storage
  - Generator, solar, HVAC, water tanks
  - Wheelchair accessibility (ADA compliance)
- 

## 6. Acquire Equipment & Supplies

- **Medical Equipment:**
    - Exam tables, diagnostic tools, EKG, portable imaging (if needed)
  - **Technology:**
    - EMR software, Wi-Fi, telehealth capabilities
  - **Supplies:**
    - PPE, syringes, medications, bandages, etc.
- 

## 7. Hire & Train Staff

Typical staff:

- Physicians/Nurses/Nurse Practitioners
- Drivers
- Medical assistants

- Outreach & admin staff  
Training:
  - Emergency protocols
  - Mobile clinic workflow
  - Tech use (EMR, inventory systems)
- 

## **8. Develop Operational Protocols**

- **Patient Intake**
  - **Data Recording & Security**
  - **Referral Systems**
  - **Inventory Management**
  - **Maintenance Schedule for Vehicle**
  - **Emergency & Safety Procedures**
- 

## **9. Build Partnerships & Community Relations**

- **Partner with:**
    - Local health departments
    - Nonprofits
    - Schools
    - Churches
    - Events and shelters
  - **Create referral networks** for specialty care or follow-up
- 

## **10. Launch & Promote the Clinic**

- **Marketing:**
    - Social media
    - Community flyers/posters
    - Health fairs
    - Outreach events
  - **Feedback Loop:**
    - Patient satisfaction surveys
    - Regular community feedback
- 

## **11. Monitor, Evaluate & Scale**

- **Track KPIs:**
  - Number of patients seen
  - Health outcomes
  - Cost per patient
- **Adjust Routes & Services**
- **Expand:**
  - Add more vehicles or specialized units
  - Partner with telemedicine providers

# Business Plan: VitalReach Mobile Health Services

---

## 1. Executive Summary

Business Name: VitalReach Mobile Health Services

Business Model: Non-profit

Location: Volusia County, Florida (expandable)

Services: Primary care, preventative screenings, chronic disease management, immunizations, women's health, behavioral health

Target Market: Underserved populations, rural communities, uninsured individuals, elderly

Mission Statement: To provide accessible, affordable, and quality healthcare directly to communities in need by removing transportation, cost, and systemic barriers.

## 2. Business Objectives

- Launch the mobile health clinic within 6 months
- Serve at least 300 patients/month within the first year
- Secure partnerships with local hospitals and public health departments
- Achieve sustainability through mixed revenue streams (grants, donations, Medicaid/Medicare billing)

## 3. Market Analysis

Need Assessment: Florida, especially in rural and underserved areas, faces a shortage of primary care providers. The mobile model reduces disparities by bringing healthcare to where people live.

Target Demographics:

- Low-income families
- Elderly with transportation issues
- Uninsured and underinsured individuals
- Homeless population



- Rural community residents

Competition: Few mobile providers; traditional brick-and-mortar clinics lack mobility and access to these groups.

#### **4. Services Offered**

- Primary Care: Routine exams, acute illness, follow-ups
- Preventative Care: Screenings (BP, cholesterol, diabetes), vaccinations
- Chronic Disease Management: Diabetes, hypertension, asthma
- Women's Health: Pap smears, birth control, pregnancy tests
- Behavioral Health: Mental health screenings, counseling, referrals
- Telemedicine Integration: Remote monitoring, consultations

#### **5. Operations Plan**

Clinic Setup: Retrofitted RV or van with exam room, waiting area, refrigeration (for vaccines), Wi-Fi

Staffing:

- Nurse Practitioner / Physician Assistant
- Registered Nurse
- Driver / Medical Assistant
- Admin Support (remote or part-time)
- Billing Specialist

Hours: Monday–Friday, 9 AM–5 PM (with options for weekend community events)

Location Rotation: Rotating schedule across targeted zip codes, shelters, churches, schools

#### **6. Marketing Strategy**

- Outreach Partners: Churches, schools, community centers, housing authorities
- Digital Marketing: Website, Facebook, local health directories

- Community Events: Health fairs, screenings, public school partnerships
- Referral Network: Hospitals, case managers, social workers

## 7. Financial Plan

Startup Costs:

Item	Estimated Cost
Mobile Unit Purchase & Retrofit	\$150,000–\$250,000
Medical Equipment & Supplies	\$25,000–\$50,000
Staff Salaries (First 3 mo.)	\$60,000
Insurance & Licensing	\$10,000
Marketing & Outreach	\$5,000
EMR & Tech Setup	\$10,000
Total	\$260,000–\$385,000

Revenue Sources:

- Medicaid / Medicare billing
- Grant funding (HRSA, state programs)
- Private donations
- Corporate sponsorships

Break-even Timeline: Estimated 18–24 months

## 8. Legal & Licensing

- Florida Department of Health license
- Mobile medical facility permit (AHCA-compliant vehicle)
- HIPAA-compliant software
- CLIA waiver for lab testing (if needed)
- Malpractice insurance and liability coverage
- Registered as a 501(c)(3) nonprofit organization in Florida

## 9. Risk Management

- Compliance: Routine audits, EMR security, staff training
- Vehicle Downtime: Backup unit agreements or telehealth continuity

- Funding Stability: Diversified income streams
- Community Trust: Cultural competency training, local partnerships

## **10. Appendices**

- Sample Route Schedule
- Staff Bios
- Letters of Support
- Sample Patient Intake Form
- Equipment List

## REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,  
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

<b>HND WVHA Health Card Program</b>	
<b>Sample Selected for Testing</b>	
	<b>Jan-24</b>
<b>Total Participants Served</b>	271
<b>Participants Selected</b>	14
<b>% Selected</b>	5%

2. THND is reimbursed at a fixed rate that varies depending on the number of applications processed per month. We noted the following services were provided at the appropriate rates based on the number of applications processed:

<b>HND WVHA Health Card Program</b>		
<b>Services Provided to Selected Participants</b>		
<b>WVHA Health Card Eligibility Screening</b>	14/14	100%
<b>Service Dates Verified</b>	14/14	100%

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

**HND WVHA Health Card Program  
Residency Eligibility Documentation Compliance**

<b>In Compliance (2 Documents)</b>	11/14	79%
<b>In Compliance (Homeless Verification Form)</b>	3/14	21%
<b>Total In Compliance</b>	<u>14/14</u>	<u>100%</u>
<b>Not In Compliance</b>		
No Documentation	0/14	0%
1 Document	0/14	0%
Ineligible/Out-of-State Document	0/14	0%
<b>Total Not In Compliance</b>	<u>0/14</u>	<u>0%</u>

4. TNHD is required to verify income eligibility for each program participant in accordance with the WVHA Eligibility Guidelines:

**HND WVHA Health Card Program  
Income Eligibility Documentation Compliance**

<b>In Compliance</b>	14/14	100%
<b>Not In Compliance</b>		
No Documentation	0/14	0%
<b>Total Not In Compliance</b>	<u>0/14</u>	<u>0%</u>

5. TNHD is required to verify assets eligibility for each program participant in accordance with the WVHA Eligibility Guidelines:

**HND WVHA Health Card Program  
Assets Eligibility Documentation Compliance**

<b>In Compliance</b>	14/14	100%
<b>Not In Compliance</b>		
No Documentation	0/14	0%
<b>Total Not In Compliance</b>	<u>0/14</u>	<u>0%</u>

6. TNHD is required to verify Affordable Care Act (ACA) denial for each program participant in accordance with the WVHA Eligibility Guidelines:

**HND WVHA Health Card Program  
ACA Denial Documentation Compliance**

<b>In Compliance</b>	14/14	100%
<b>Not In Compliance</b>		
No Documentation	0/14	0%
<b>Total Not In Compliance</b>	<u>0/14</u>	<u>0%</u>

7. TNHD is required to verify Medicaid denial for each program participant in accordance with the WVHA Eligibility Guidelines.

**HND WVHA Health Card Program  
Medicaid Denial Documentation Compliance**

<b>In Compliance</b>	10/14	71%
<b>Not In Compliance</b>		
No Documentation	0/14	0%
Screenshot of Medicaid Portal - Application Status	4/14	29%
<b>Total Not In Compliance</b>	<u>4/14</u>	<u>29%</u>

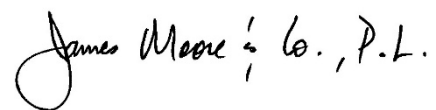
The annual budget for THND HealthCard Program for the year-ended September 30, 2024 was \$525,951. Since 29% did not have acceptable Medicaid denial documentation per the WVHA Eligibility Guidelines, \$152,526 is the amount funded under THND HealthCard Program which was potentially not supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines, when extrapolated to the entire population.

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

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

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

Daytona Beach, Florida  
July 17, 2025

James Moore & Co., P.L.

## **REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS**

To the Board of Commissioners,  
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

### **Mental Health Counseling Program Sample Selected for Testing**

	<b>Jan-24</b>
<b>Total Participants Served</b>	
<b>Participants Selected</b>	40
<b>% Selected</b>	5
	<hr/>
	13%
	<hr/>

2. THND is reimbursed at a fixed rate that varies depending on the type of service provided. We noted the following services were provided for the client selected for testing:

**Mental Health Counseling Program  
Services Provided to Selected Participants**

<b>Outpatient Counseling</b>	5/5
<b>Service Dates Verified</b>	5/5

3. TNHD is required to verify that each program participant possesses a valid WVHA Health Card:

**Mental Health Counseling Program  
WVHA Card**

<b>Valid WVHA Card</b>	5/5
<b>No Valid WVHA Card</b>	0/5

4. We noted that each program participant file contained 2 forms of identification acceptable under WVHA Eligibility Guidelines.


The annual budget for THND Mental Health Counseling Program for the year-ended September 30, 2024 was \$45,000. 100% of items tested was in compliance and supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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

Daytona Beach, Florida  
July 17, 2025

 *James Moore & Co., P.L.*



**WEST VOLUSIA HOSPITAL AUTHORITY**

**FINANCIAL STATEMENTS**

**June 30, 2025**



## ACCOUNTANTS' COMPILATION REPORT

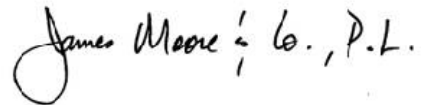
To the Board of Commissioners,  
West Volusia Hospital Authority:

Management is responsible for the accompanying financial statements of West Volusia Hospital Authority (the Authority), which comprise the balance sheet – modified cash basis as of June 30, 2025, and the related statement of revenue and expenditures budget and actual – modified cash basis for the one month and year to date period then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or the completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

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

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

DeLand, Florida  
July 17, 2025



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

**ASSETS**

Ameris Bank - operating	\$ 1,892,811
Ameris Bank - MM	6,381,235
Ameris Bank - payroll	48,412
Mainstreet Community Bank - EBMS operational escrow	200,000
Mainstreet Community Bank - MM	6,677,065
Surety Bank - MM	1,615,800
Mainstreet Community Bank - Certificates of deposit	5,000,000
Prepaid items and deposits	2,000
<b>Total Assets</b>	<b><u><u>\$ 21,817,323</u></u></b>

**FUND BALANCE**

<b>Total Fund Balance</b>	<b><u><u>\$ 21,817,323</u></u></b>
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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, 2025**

	<b>One Month Period Actual</b>	<b>Year to Date Actual</b>	<b>Annual Budget</b>	<b>Amount Remaining Budget Balance</b>	<b>Percent Budget Used</b>
<b>Revenues</b>					
Ad valorem taxes	\$ 533,646	\$ 18,926,283	\$ 18,700,000	\$ (226,283)	101%
Interest income	41,902	423,170	400,000	(23,170)	106%
Other income	13,093	259,196	34,333	(224,863)	755%
Total revenues	<u>588,641</u>	<u>19,608,649</u>	<u>19,134,333</u>	<u>(474,316)</u>	<u>102%</u>
<b>Expenditures</b>					
Healthcare expenditures					
Hospitals					
Halifax Hospital	150,352	959,860			
AdventHealth	367,644	1,705,291			
Total hospitals	<u>517,996</u>	<u>2,665,151</u>	3,200,000	534,849	83%
Specialty Care Services					
Specialty Care - ER	8,071	53,370			
Specialty Care - Non-ER	438,427	3,468,081			
Total Specialty Care Services	<u>446,498</u>	<u>3,521,451</u>	3,500,000	(21,451)	101%
Emergency Room Care	114,236	678,425	1,000,000	321,575	68%
Primary Care	200,751	1,863,417	2,500,000	636,583	75%
Pharmacy	51,064	441,610	900,000	458,390	49%
Florida Dept of Health Dental Svcs	13,551	106,772	160,000	53,228	67%
Hispanic Health Initiatives	7,550	67,200	100,000	32,800	67%
Community Legal Services	7,773	54,360	88,500	34,140	61%
Rising Against All Odds	16,300	160,513	223,017	62,504	72%
The House Next Door	3,255	33,901	45,000	11,099	75%
SMA - Homeless Program	7,880	65,373	90,000	24,627	73%
SMA - Residential Treatment	-	550,000	550,000	-	100%
SMA - Baker Act - Match	-	150,000	150,000	-	100%
County Medicaid Reimbursement	287,072	2,583,643	3,444,857	861,214	75%
H C R A - In County	21,515	44,971	400,000	355,029	11%
H C R A - Outside County	7,337	27,170	400,000	372,830	7%
The Neighborhood Center	10,425	78,025	125,000	46,975	62%
Healthy Communities Kid Care Outreach	4,853	42,717	72,202	29,485	59%
Other Healthcare Expenditures	-	-	174,767	174,767	0%
Total healthcare expenditures	<u>1,718,056</u>	<u>13,134,699</u>	<u>17,123,343</u>	<u>3,988,644</u>	<u>77%</u>
Personnel services					
Regular salaries and wages	5,755	51,798	69,064	17,266	75%
FICA	441	4,012	5,283	1,271	76%
Retirement	784	7,060	10,104	3,044	70%
Life and Health Insurance	959	8,412	12,000	3,588	70%
Workers Compensation Claims	-	7,545	25,000	17,455	30%
Total personnel services	<u>7,939</u>	<u>78,827</u>	<u>121,451</u>	<u>42,624</u>	<u>65%</u>

See accountants' compilation report.

**WEST VOLUSIA HOSPITAL AUTHORITY**  
**STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS**  
**FOR THE ONE MONTH AND NINE MONTHS ENDED JUNE 30, 2025**

	<b>One Month Period Actual</b>	<b>Year to Date Actual</b>	<b>Annual Budget</b>	<b>Amount Remaining Budget Balance</b>	<b>Percent Budget Used</b>
Other expenditures					
Legal Counsel	7,332	58,500	78,000	19,500	75%
Outside Legal Counsel	-	529	30,000	29,471	2%
Audit	-	21,575	21,575	-	100%
General Accounting - Recurring	9,776	78,208	118,560	40,352	66%
General Accounting - Nonrecurring	-	-	15,000	15,000	0%
Application Screening - THND	47,070	375,346	563,761	188,415	67%
Application Screening - RAAO	6,336	36,480	97,742	61,262	37%
TPA Services (EBMS)	41,433	360,105	500,000	139,895	72%
Building Repairs	5,912	64,847	100,000	35,153	65%
Advertising	266	2,740	10,000	7,260	27%
Other Operating Expenditures	687	17,472	79,900	62,428	22%
Tax Collector & Appraiser Fee	10,666	510,224	650,000	139,776	78%
City of DeLand Tax Increment District	-	164,037	125,000	(39,037)	131%
Total other expenditures	129,478	1,690,063	2,389,538	699,475	71%
<b>Total expenditures</b>	<b>1,855,473</b>	<b>14,903,589</b>	<b>19,634,332</b>	<b>4,730,743</b>	<b>76%</b>
<b>Excess (deficiency) of revenues over expenditures</b>	<b>\$ (1,266,832)</b>	<b>\$ 4,705,060</b>	<b>\$ (499,999)</b>	<b>\$ (5,205,059)</b>	<b>-941%</b>

See accountants' compilation report.