

WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS
REGULAR MEETING
May 21, 2026 5:00 PM
Sanborn Center
815 S. Alabama Avenue, DeLand, FL
AGENDA

1. Call to Order
2. Pledge of Allegiance Followed by a Moment of Silence
3. Approval of Proposed Agenda
4. Consent Agenda:
 - A. Approval of Minutes - Regular Meeting April 16, 2026
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Citizens Advisory Committee – Chair Patrick Rogers – Verbal Update on May 5th Preliminary Ranking Meeting
7. Presentation by Christina Russo Walters, Senior Managing Attorney at Community Legal Services – Understanding Medicaid Eligibility in Florida
8. Annual Contractual Utilization Report to the WVHA Board of Commissioners
 - A. Chris Booker, COO of The House Next Door – Therapeutic Services
 - B. Kimberly Fulcher, Healthy Communities Executive Director, and Outreach Counselors Jeannette Pubill and Martha Hilaire – KidCare Program
9. Reporting Agenda:
 - A. EBMS April Report – Written Submission
 - B. WVHA miCare Clinic DeLand/Deltona April Report – Senior Account Executive Sue Wayte
 - C. The House Next Door (THND) April HealthCard Report
 - D. Hospital Services 1st Quarter of 2026 (January – March)
 - i. Halifax Health | UF Health – Medical Center of Deltona
 - ii. Advent Health DeLand & Advent Health Fish Memorial
 - iii. EMPros
10. Discussion Items:
 - A. May Board Submission from miCare
 - i. Deltona Clinic Closure Update
 - ii. Text Messaging Proposal
 - iii. WVHA Outreach Efforts
 - iv. Flooring in DeLand Clinic
 - B. Applichat Campaign Strategy Report and Suggestions/Questions for WVHA Website
 - C. Board Review of Administrative Applications
 - i. Halifax Healthy Communities
 - ii. THND HealthCard Program
 - iii. RAAO Prescreening Services
11. Follow Up Item – Eligibility Guidelines
12. Administrator Report
13. Finance Report
 - A. April Financials
 - B. Approval of Disbursements – Check Register & Estimated Expenditures
14. Legal Update
15. Upcoming Meetings – CAC Final Ranking 6/2/26 & Joint Meeting 6/18/26
16. Adjournment

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

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

Sanborn Center
815 S. Alabama Avenue, DeLand, FL
April 16, 2026

Board Members in Attendance:

Commissioner Jennifer Coen
Commissioner Judy Craig (arrived at 5:35 p.m.)
Commissioner Rakeem Ford
Commissioner Voloria Manning
Commissioner Jennifer Moore

Others Present:

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

Call to Order

Chair Ford called the meeting to order. The meeting took place at the Sanborn Center Ballroom A, located at 815 S. Alabama Ave., DeLand, Florida, having been legally noticed in the Daytona Beach News-Journal, a newspaper of general circulation in Volusia County, commencing at 5:02 p.m. The meeting was opened with The Pledge of Allegiance followed by a moment of silence.

Approval of Agenda

Motion 038 – 2026 Commissioner Manning moved to approve the agenda. Commissioner Moore seconded. The motion passed 4-0-1.

Consent Agenda

**Approval of Minutes - Joint Meeting held March 19, 2026
SMA Healthcare Quarter Two Uneven Spend-Down of Funding for Residential
Treatment Services**

Motion 039 – 2026 Commissioner Manning moved to approve the Consent Agenda. Commissioner Moore seconded. The motion passed 4-0-1.

Citizen Comments

Patrick Rogers spoke to the Board about conflicts of interest.

Citizens Advisory Committee Verbal Update– Chair Patrick Rogers

Chair Rogers gave a brief update of the CAC's meeting on April 7th which was attended by all agencies requesting funding, and he noted that all CAC members were present to ask questions. He said he was impressed by the way the agencies are working together to provide healthcare to West Volusia residents.

**Annual Contractual Utilization Report to the WVHA Board of Commissioners
SMA Healthcare – Vice President, Volusia County Services Jennifer Stephenson**

Ms. Stephenson provided a mid-year report on their three WVHA-funded programs: Emergency Behavioral Services, Psychiatric Outpatient Services, and the Residential Treatment program. She answered the Board's questions and explained the reason behind SMA's decision not to apply for funding in FY27 for the Emergency Behavioral Services program.

There was a brief recess while Commissioner Craig made her way inside the building.

**RAAO – Director of Administrative Services Shannon Sargeant and Interim CEO
Paris Smith**

Mr. Sargeant introduced Paris Smith to the Board and audience. She discussed the residents served from October through February in the HIV/AIDS Outreach program and the WVHA Healthcard Prescreening program.

Reporting Agenda

EBMS March Report – Written Submission

WVHA miCare Clinic DeLand/Deltona March Report – Practice Manager Gretchen Soto and Medical Director Dr. Ratzel

2026 Quarter Two miCare Report (Jan-March)

April Submission

Ms. Soto outlined the March report and responded to questions from the Board. She explained the quarterly report and noted the changes since the same quarter of the prior year. She pointed out the typo at the bottom of page five under key insights noting 2024 when the correct year referenced is 2025.

Dr. Ratzel addressed the Board regarding the reduction in specialty referrals and the improvement in emergency department diversion.

The House Next Door (THND) March Application Processing Report

COO Chris Booker gave a brief recap of the report.

The reports were received into the written record.

Discussion Items

Transition Update for miCare Clinic Consolidation

Ms. Soto discussed the timeline for consolidation and said their last day to see patients in Deltona would be Friday, September 25th, and they would be moving beginning on Saturday, the 26th and ending on Wednesday, the 30th. She stated she would be conducting a full inventory of Deltona to determine what can be used in DeLand; that they would compile a list of surplus items for the Board to determine what to do with the unneeded items; that she would reexamine staffing needs; and that the miCare administrative team wanted the Board's direction regarding the communication to the card members regarding the Deltona clinic closure.

Commissioner Craig voiced concern that there would not be enough time for the final move and stated that miCare should consider moving the timeline back; that they should leave more time in case of unforeseen events; that under the contract, miCare is supposed to be putting together all marketing tools; that miCare should take care of communicating with its patients and should not ask the Board to do it; and that she would like a more detailed explanation of the steps being taken to accomplish the consolidation.

Ms. Soto responded that they would communicate with the patients regarding the closure, and they were asking the Board's permission to ensure that they were not overstepping.

Commissioner Coen said that Commissioner Craig's marketing comments contradict the wording in the miCare report; that she read the report noting that the clinical team works to ensure good communications and relations with the partner organizations, but beyond outreach and patient engagement, marketing to prospective community members for enrollment services is not

something miCare has contracted to execute; and that Attorney Small should explain if there is a provision in the EBMS agreement for miCare to market the health card program.

Attorney Small answered that the agreement does not assign miCare responsibility for marketing. He pointed out that Schedule B paragraph 4.01 Operational Autonomy and paragraph 1.1 Clinic Oversight were relevant to the discussion; that Dr. Murray portrayed that EBMS would handle everything and would come to the Board if anything else was needed; that all of the patient communication has been done by EBMS; and that it does not connect that the Board would be responsible for taking care of the closure communication.

Ms. Soto clarified that her staff has been actively taking WVHA brochures to the hospital emergency departments, connecting with the case managers at all hospital sites, inviting business partners into the clinic during miCare staff meetings, educating staff and patients on extra services that are available, and delivering brochures to community locations such as the Deltona Library.

Commissioner Moore asked how the brochures make their way to the hospitals. Ms. Soto answered that the hospital case management teams are the best way to reach more people; that they deliver brochures to the hospitals, and sometimes hospital staff visits the miCare clinics; that they also deliver brochures to funded agencies such as The Neighborhood Center; and that the funded agencies come into the clinics to educate staff on the services available to health card members. She added that she has a contact for each hospital, and miCare checks in with the case management team every few months to ensure they have an adequate supply of brochures.

Commissioner Moore asked what forms of communication are used with the patients. Ms. Soto answered that a welcome packet is mailed out to the patient, there is signage in the clinics about the other programs, and the providers verbally speak with the patients about resources when they come in for a visit.

Commissioner Manning said she agreed with Commissioner Craig's concerns regarding the timeline for moving. She noted it is important for card members to be aware of the upcoming closure, and miCare should put signs up in the clinics. She asked why miCare would not be using everything from the Deltona clinic in DeLand. Ms. Soto answered that she anticipated most items would be utilized, but there might be extra equipment that they do not have the storage space for in DeLand. She added that Deltona has a much bigger storage space than DeLand.

Chair Ford asked if they would be contracting for moving services so that the staff does not have to work through the weekend. Ms. Soto said that she and the administrative team would be making the move, and there is a large garage storage space in Deltona they will use to store boxes and items not being used.

Consideration of an SMS Plan (Commissioner Moore)

Commissioner Moore presented her proposal for using SMS text messages to improve communication with patients to ensure awareness around the various programs available through WVHA. She stated that the initiative aims to bridge the information gap in West Volusia through real-time community engagement; that WVHA needs a direct line to the community to ensure vital health resources aren't overlooked; that SMS offers a 98% open rate—far surpassing email or social media; that it provides equitable access to all residents, regardless of their technology literacy, and requires no app downloads for the user; that they could provide direct links to meetings, events, and digital registration forms; and that an SMS plan is the most cost effective way to communicate with WVHA card members.

Chair Ford said he loved the idea, and he would like to see it fleshed out further.

Commissioner Coen asked if miCare already utilizes text messages. Ms. Soto responded that they currently use it for scheduling appointments and sending reminders to patients.

Commissioner Craig and Commissioner Manning voiced interest in the idea.

Attorney Small said that conceptually, WVHA could utilize SMS messaging, but they should probably hear more from EBMS regarding the capacity of their current system to determine if it could be expanded to do more than it is currently doing.

Ms. Soto said she would discuss it with the miCare administrative team to bring back to the Board.

Follow Up Items

Mobile Health Clinic Plan (Commissioner Moore)

Identify up to Ten Locations/Dates for Mobile Clinic Deployments

Ways for True Health to Contact Health Card Members Not Utilizing MiCare Clinics

Commissioner Moore said that she and Ms. Tebo reached out to a number of agencies across the area to gauge interest in hosting a mobile clinic deployment; that she spoke to the Farmworkers Association herself, and they proposed May 8th; that she also contacted the Central Florida Fern Cooperative but has not heard back yet; that Ms. Dixon from the Joyce Cusack Resource Center committed to four possible dates in late May; that True Health needs approximately two weeks between deployments; that Dot Bradley at New Hope Church in Deltona was interested; that Monet Bradley at the Chisholm Community Center was contacted; that Mission San Jose Catholic Church in Pierson is supposed to be meeting with CAC Member Maria Valdivia about hosting; and that there are multiple locations on the list that have yet to be contacted. She asked the other Board members if they were opposed to any location listed, and there were no objections.

Chair Ford suggested that the Board could vote to approve the proposed locations with the first date set for May 8th and then allow Ms. Tebo to work with Commissioner Moore and True Health to schedule the other deployment dates.

Commissioner Moore recommended that they add the two Daytona State College campuses in West Volusia to the list. Ms. Tebo pointed out that some of the proposed locations might not pan out, and the Board could approve all so that they could work through them and schedule those that are appropriate for True Health and the event.

Commissioner Coen asked if True Health has a way to contact the card members. Ms. Tebo said she obtained a limited card member census from Rose Alberts and sent it to True Health.

Attorney Small stated that the contract requires True Health to verify their list of people served with The House Next Door to ensure they are valid health card members before submitting an invoice to James Moore for reimbursement.

True Health Director of Operations Selenita Delgado explained what they would be doing in terms of marketing and working with The House Next Door for the mobile deployments. She added that True Health utilizes a platform for text messaging that can send out a general text to card members around a mobile deployment area to respond if they are interested in a primary care visit.

Motion 040 - 2026 Commissioner Craig moved to approve the deployment of the mobile health clinic to the proposed locations including Daytona State College, subject to Ms. Tebo,

Commissioner Moore, and True Health successfully coordinating dates that work for WVHA, True Health, and those locations before September 30th. Commissioner Manning seconded the motion. The motion passed 4-1, with Commissioner Coen dissenting.

Eligibility Guidelines

Review of Suggested Changes from THND, Enrollment Certifying Agent

Chris Booker explained their suggestion to allow ninety days for the provisional period to obtain a Medicaid denial letter.

Commissioner Manning discussed the process of an applicant coming back multiple times and suggested they might increase the coverage period to reduce the trips a person would have to take to reapply every six months and produce additional Medicaid denial letters.

Motion 041 - 2026 Commissioner Manning moved to approve the extension of the 60-day provisional enrollment period to ninety days. Commissioner Craig seconded the motion. The motion passed 5-0.

Administrator Report

Ms. Tebo said that Christina Walters with Community Legal Services offered to present a short recap on Medicaid eligibility requirements at the May meeting. She summarized the onboarding meeting she and Chair Ford had with Applichat and the follow-up to get ready for the public awareness campaign. She reminded the Board she was traveling to Oregon Saturday and would return to work on the 28th.

Finance Report

March Financials

Approval of Disbursements – Check Register & Estimated Expenditures

There were no questions on the financial statements provided by James Moore. Commissioner Coen pointed out that the financials seem to be on track for the end of the fiscal year as projected by James Moore.

Motion 042-2026 Commissioner Coen moved to approve, authorize, and warrant the payment of the bills outlined in the check register presented by James Moore & Co., the \$1 million transfer from Ameris Money Market to Ameris Operating, and estimated expenditures for the next month totaling \$3,160,031. Commissioner Craig seconded the motion. The motion passed 5-0.

Roll Call:

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

Legal Update

Attorney Small had nothing further.

Upcoming – CAC Preliminary Ranking Meeting on 5/5/26 and Regular Board Meeting on 5/23/26

Chair Ford reminded everyone of the upcoming meetings to be held at the Sanborn Center.

Adjournment

There being no further business to come before the Board, the meeting was adjourned at 8:02 p.m.

Adjournment – Rakeem Ford, Chair

FLORIDA MEDICAID 101


*UNDERSTANDING MEDICAID
ELIGIBILITY IN THE SUNSHINE STATE*



1966 **60** 2026
years
Legal Access For All

*Christina Russo Walters, Esq., CNP
Sr. Managing Attorney, Medical-
Legal Partnerships
Community Legal Services*

TOPICS

- **WHAT IS MEDICAID**
 - **TECHNICAL REQUIREMENTS**
 - **FAMILY-RELATED MEDICAID**
 - **SSI-RELATED MEDICAID**
 - **EMERGENCY MEDICAID**
- 

WHAT IS MEDICAID

- Medical coverage for low-income individuals and families
- State and Federal government share the cost of Medicaid
- In Florida, Medicaid services are administered by the Agency for Health Care Administration (AHCA)
- Eligibility in Florida determined by DCF or SSA
- Several programs
 - Family-related Medicaid
 - SSI-related Medicaid
 - Emergency Medicaid
- Florida has not expanded Medicaid under the Affordable Care Act

TECHNICAL REQUIREMENTS

- Florida Resident
- US Citizen or “Qualified Alien”
- Have a SSN
- Proof of identity
- Categorical eligibility
- Income limits based on Modified Adjusted Gross Income (MAGI)
- File for other benefits
- Child support cooperation

“QUALIFIED ALIEN” NOW

- Lawful Permanent Resident (after 5-year ban)
- Cuban/Haitian Entrants
- Individuals living in the United States through a Compact of Free Association (CoFA)
- Refugees
- Asylees
- Parolees (more than 1 year)
- Deportation withheld
- Certain victims of domestic violence
- Certain victims of sex or labor trafficking
- Certain Iraqi and Afghan Nationals
- Veterans/active duty members, spouse, and children
- “Lawfully residing” children under 19

“QUALIFIED ALIEN” AS OF OCTOBER 2026

- Lawful Permanent Resident (after 5-year ban)
- Cuban/Haitian Entrants
- Individuals living in the United States through a Compact of Free Association (CoFA)
- “Lawfully residing” children under 19

FAMILY RELATED MEDICAID



Children



Parents &
Relative
Caretakers



Former Foster
Youth



Medically
Needy

MEDICAID INCOME LIMITS

Family Related Medicaid Income Limits												
Family Size	100% FPL	Adults		Pregnant Women		Infants		Children			MNIL ** See Note Below	MAGI Disregard (5% of 100% FPL) *** See Note Below
				Including Family Planning and PEPW		< 1		1 through 5		6 through 18 *See Note Below		
		Parents, Caretakers, Children 19 & 20	Standard Disregard	185% FPL	Standard Disregard	200% FPL	Standard Disregard	133% FPL	Standard Disregard	133% FPL		
1	1,330	180	109	2,461	80	2,660	80	1,769	94	1,769	289	67
2	1,804	241	146	3,337	109	3,607	109	2,399	127	2,399	387	91
3	2,277	303	183	4,212	137	4,554	137	3,028	160	3,028	486	114
4	2,750	364	221	5,088	165	5,500	165	3,658	193	3,658	585	138
5	3,224	426	258	5,964	194	6,447	194	4,288	226	4,288	684	162

Effective Date	April 2026	April 1992		April 2026	April 2026	April 2026	April 2026	April 2026	April 2026	April 2026	January 2014	April 2026
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Notes

*Children aged 6 through 18 do not receive the standard disregard. They do get the 5% MAGI disregard, if needed.

**MNIL--The Medically Needy Income Limit (MNIL) includes the appropriate standard disregard. No additional disregards should be applied to establish a share of cost (formula is Adults (Parents/Caretakers) plus Standard Disregard).

***MAGI--The 5% MAGI disregard is used in a budget only if it makes a "failing" individual "pass" a full coverage Medicaid group.

MAGI--The 5% MAGI disregard is never used in a Medically Needy budget.

Updated:02/02/2026

MEDICAID INCOME LIMITS

<https://www.myflfamilies.com/documents/Medicaid%20Income%20Limits%20April%202026.pdf>

Eligibility Group	Income Limit (FPL)	Amount Family of 4
Children up to age 1	200%	\$5,803
Children age 1-5	133%	\$3,989
Children age 6-18	133% (no standard disregard)	\$3,796
Pregnant women	185%	\$5,391
Parents/Relative Caretakers	~26% (flat amount)	\$723

MEDICALLY NEEDED

- Meet requirements, except income
- No income limit
- Patient will have a Share of Cost they must incur each month before Medicaid coverage kicks in for the rest of the month
- Patient provides DCF with medical bills to show they meet Share of Cost
- Do not receive Medicaid card because
- Not considered as having full Medicaid coverage

SSI RELATED MEDICAID



Aged



Blind



Disabled

EMERGENCY MEDICAID FOR NON-CITIZENS

- Only covers “emergency” medical treatment
- Available to noncitizens who would be eligible for Medicaid, but for immigration status
- Hospital applies for benefit, certifying emergency
- Emergency = condition without immediate medical attention, could result in placing the individual’s health in serious jeopardy

THND Therapeutic Services FY25-26

We have provided 263 services to 28 WVHA clients in this contract year with five months remaining. Our target goal is 50 served, and we have surpassed that in the last two grant cycles. Below is our funding draw down and although we are slightly behind, we anticipate drawing down the full amount, barring any unforeseen obstacles.

HND											
PROGRAM - UNIT TRACKING REPORT											
WVHA											
RU 2112	Service	Rate	Fiscal Year 25-26						TOTAL UNITS		
			Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26			Apr-26
DeLand	Therapy Session	73.32	40.00	33.00	39.00	42.00	37.00	36.00	36.00	263.00	
	Assessment	48.00	-	-	-	-	-	-	-	-	
	In Depth Assessment	120.00	-	-	-	-	-	-	-	-	
	FAR / CFAR	15.00	1.00	-	-	-	-	-	-	1.00	
	Case Mgmt 15 Min Increments	10.00	1.00	1.00	4.00	2.00	3.00	-	8.00	19.00	
	Treatment Plan	97.00	3.00	1.00	1.00	1.00	5.00	1.00	1.00	13.00	
	Treatment Plan Review	48.50	2.00	3.00	3.00	1.00	3.00	1.00	-	13.00	
Contract amount											
	Amount Earned										
	Therapy Session	73.32	2,932.80	2,419.56	2,859.48	3,079.44	2,712.84	2,639.52	2,639.52	19,283.16	
	Assessment	48	-	-	-	-	-	-	-	-	
	In Depth Assessment	120	-	-	-	-	-	-	-	-	
	FAR / CFAR	15	15.00	-	-	-	-	-	-	15.00	
	Case Mgmt 30 Min Increments	10	10.00	10.00	40.00	20.00	30.00	-	80.00	190.00	
		97	291.00	97.00	97.00	97.00	485.00	97.00	97.00	1,261.00	Contract Amount \$ 45,000.00
		48.5	97.00	145.50	145.50	48.50	145.50	48.50	-	630.50	Amount Earned \$ 21,379.66
			3,345.80	2,672.06	3,141.98	3,244.94	3,373.34	2,785.02	2,816.52	21,379.66	Remaining Bal \$ 23,620.34
										58%	Actual 48%



EBMS

May 2026

Submission Report for
WVHA Board Members

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Executive Summary for 00532

Client: West Volusia Hospital Authority
 Paid Dates: 4/1/2026 to 4/30/2026
 Location: All

Department: All
 Benefit Plan: All
 TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	6521		Charges	\$7,390,209	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$6,669,044	Addl Info Not Provided	\$31,430	0.43%
Medical	\$714,705	\$543	Allowed	\$721,165	Duplicate Charges	\$427,484	5.78%
Professional	\$242,073	\$184	less Member	\$9,790	Plan Limitations	\$2,137,788	28.93%
Facility	\$472,632	\$359	less Adjustments	-\$3,330	Cost Savings	\$4,067,651	55.04%
PBM	\$0	\$0	Paid Benefit	\$714,705	UCR Reductions	\$3,419	0.05%
Total Plan Paid:	\$714,705	\$543	plus Admin Costs	\$320,202	Other	\$1,270	0.02%
			Total Plan Paid:	\$1,034,907	Total:	\$6,669,044	90.24%

Census										
Census Date:	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
4/30/2026										
0 to 19	40	29	69	0	0	0	0	69	0	0
20 to 25	24	34	58	0	0	0	0	58	0	0
26 to 29	26	26	52	0	0	0	0	52	0	0
30 to 39	106	103	209	0	0	0	0	209	0	0
40 to 49	144	181	325	0	0	0	0	325	0	0
50 to 59	143	194	337	0	0	0	0	337	0	0
60 to 64	77	111	188	0	0	0	0	188	0	0
65 and Older	31	48	79	0	0	0	0	79	0	0
Totals	591	726	1317	0	0	0	0	1317	0	0
Average Age	44.94	47.43	46.31	0.00	0.00	0.00	0.00	46.31	0.00	0.00

Top Paid		
Name	Claim Count	Paid
Adventhealth Deland	103	\$172,545
Halifax Hospital Medical	6	\$110,634
Medical Center Of Deltona	15	\$67,722
Florida Cancer Specialists	90	\$66,535
Adventhealth Fish	59	\$56,329
Deland Dialysis	26	\$39,301
Quest Diagnostics Tampa	380	\$26,209
Advent Health Deland	73	\$11,610
06 Radiology Associates	83	\$11,008
Wellness Avenue Surgery	16	\$8,359

Plan Payment by Age & Claimant Type			
Census Date: 4/30/2026	Employee	Spouse	Dependent
0 to 19	\$3,482	\$0	\$0
20 to 25	\$6,431	\$0	\$0
26 to 29	\$3,682	\$0	\$0
30 to 39	\$57,269	\$0	\$0
40 to 49	\$188,906	\$0	\$0
50 to 59	\$188,121	\$0	\$0
60 to 64	\$194,497	\$0	\$0
65 and Older	\$72,316	\$0	\$0
Totals	\$714,705	\$0	\$0

Claims Paid by Month	
October 25	\$289,856
November 25	\$551,040
December 25	\$712,075
January 26	\$1,174,160
February 26	\$649,985
March 26	\$492,037
April 26	\$714,705
Total:	\$4,583,857

Average Lag & Average Spend (rolling 12 months)			
Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
Medical	\$23,231	41	\$952,471
Vision	\$0	10	\$0
RX	\$0	398	\$0
Total:			\$952,471



Executive Summary for 00532

Client: West Volusia Hospital Authority
 Paid Dates: 4/1/2026 to 4/30/2026
 Location: All

Department: All
 Benefit Plan: All
 TIN: All

Benefit Analysis									
Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total	
ANESTHESIA	32	\$54,112	\$48,439	\$5,673	\$0	\$0	\$5,673	0.79%	
CHIROPRACTIC	10	\$890	\$591	\$299	\$50	\$0	\$249	0.03%	
DIALYSIS	76	\$1,323,364	\$1,267,267	\$56,097	\$0	\$0	\$56,097	7.85%	
DME/APPLIANCE	7	\$2,297	\$2,297	\$0	\$0	\$0	\$0	0.00%	
EMERG ROOM CHRGS	408	\$972,477	\$873,580	\$98,897	\$3,100	\$0	\$95,797	13.40%	
INELIGIBLE	412	\$237,328	\$237,246	\$82	\$0	\$0	\$82	0.01%	
INPATIENT PHYS	172	\$45,638	\$36,837	\$8,800	\$0	\$0	\$8,800	1.23%	
IP HOSP CHARGES	60	\$2,098,637	\$1,955,303	\$143,334	\$750	\$0	\$142,584	19.95%	
MATERNITY	13	\$2,160	\$1,563	\$597	\$0	\$0	\$597	0.08%	
MEDICAL MISC	84	\$11,756	\$9,237	\$2,519	\$314	\$0	\$2,205	0.31%	
OFFICE VISIT	732	\$104,541	\$77,442	\$27,099	\$2,426	\$0	\$24,673	3.45%	
OP PHYSICIAN	209	\$73,936	\$57,107	\$16,828	\$217	\$0	\$16,611	2.32%	
OTHER	194	\$0	\$0	\$0	\$0	-\$3,330	\$3,330	0.47%	
OUTPAT HOSP	11	\$63,394	\$57,564	\$5,829	\$30	\$0	\$5,799	0.81%	
PSYCHIATRIC	95	\$268,558	\$262,243	\$6,316	\$257	\$0	\$6,059	0.85%	
RADIATION /CHEMO	83	\$330,491	\$268,530	\$61,961	\$0	\$0	\$61,961	8.67%	
SLEEP DISORDER	2	\$96	\$96	\$0	\$0	\$0	\$0	0.00%	
SUBS ABUSE	27	\$5,682	\$5,682	\$0	\$0	\$0	\$0	0.00%	
SURG FACILITY	66	\$681,729	\$604,534	\$77,195	\$1,200	\$0	\$75,995	10.63%	
SURGERY	175	\$49,696	\$42,869	\$6,827	\$0	\$0	\$6,827	0.96%	
SURGERY IP	20	\$40,593	\$33,520	\$7,073	\$0	\$0	\$7,073	0.99%	
SURGERY OP	22	\$42,374	\$31,301	\$11,073	\$0	\$0	\$11,073	1.55%	
TELEMEDICINE	1	\$47	\$47	\$0	\$0	\$0	\$0	0.00%	
THERAPY	157	\$14,520	\$9,615	\$4,905	\$420	\$0	\$4,485	0.63%	
URGENT CARE	3	\$556	\$386	\$170	\$50	\$0	\$120	0.02%	
WELLNESS	815	\$79,737	\$67,464	\$12,273	\$0	\$0	\$12,273	1.72%	
XRAY/ LAB	2929	\$885,599	\$718,281	\$167,317	\$975	\$0	\$166,342	23.27%	
Totals:	6815	\$7,390,209	\$6,669,044	\$721,165	\$9,790	-\$3,330	\$714,705		



Executive Summary for 00532

Client: West Volusia Hospital Authority
 Paid Dates: 10/1/2025 to 4/30/2026
 Location: All

Department: All
 Benefit Plan: All
 TIN: All

Plan Experience Summary			Cash Flow Summary		Disallowed Charges by Category		
Claim Counts	47095		Charges	\$46,739,334	Disallowed Category	Amount	% of Gross
Claim Type	Total Paid	Per EE/Mo	less Disallowed	\$42,096,011	Addl Info Not Provided	\$306,222	0.66%
Medical	\$4,583,857	\$497	Allowed	\$4,643,322	Duplicate Charges	\$2,280,156	4.88%
Professional	\$1,987,485	\$216	less Member	\$67,588	Not Medically...	\$480	0.00%
Facility	\$2,596,373	\$282	less Adjustments	-\$8,157	Plan Limitations	\$12,213,518	26.13%
PBM	\$0	\$0	Paid Benefit	\$4,583,857	Cost Savings	\$27,226,546	58.25%
Total Plan Paid:	\$4,583,857	\$497	plus Admin Costs	\$2,442,722	UCR Reductions	\$7,281	0.02%
			Total Plan Paid:	\$7,026,579	Other	\$61,810	0.13%
					Total:	\$42,096,011	90.07%

Census										
Census Date:	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
4/30/2026										
0 to 19	40	29	69	0	0	0	0	69	0	0
20 to 25	24	34	58	0	0	0	0	58	0	0
26 to 29	26	26	52	0	0	0	0	52	0	0
30 to 39	106	103	209	0	0	0	0	209	0	0
40 to 49	144	181	325	0	0	0	0	325	0	0
50 to 59	143	194	337	0	0	0	0	337	0	0
60 to 64	77	111	188	0	0	0	0	188	0	0
65 and Older	31	48	79	0	0	0	0	79	0	0
Totals	591	726	1317	0	0	0	0	1317	0	0
Average Age	44.94	47.43	46.31	0.00	0.00	0.00	0.00	46.31	0.00	0.00

Top Paid			Plan Payment by Age & Claimant Type			
Name	Claim Count	Paid	Census Date: 4/30/2026	Employee	Spouse	Dependent
Adventhealth Deland	573	\$827,120	0 to 19	\$21,034	\$0	\$0
Florida Cancer Specialists	621	\$510,476	20 to 25	\$67,645	\$0	\$0
Adventhealth Fish	520	\$493,113	26 to 29	\$78,093	\$0	\$0
Halifax Hospital Medical	58	\$421,332	30 to 39	\$375,239	\$0	\$0
Medical Center Of Deltona	92	\$334,662	40 to 49	\$685,533	\$0	\$0
Deland Dialysis	274	\$268,111	50 to 59	\$1,651,148	\$0	\$0
Quest Diagnostics Tampa	2513	\$167,473	60 to 64	\$1,174,144	\$0	\$0
06 Radiology Associates	752	\$90,011	65 and Older	\$531,021	\$0	\$0
Shands UF	12	\$89,267	Totals	\$4,583,857	\$0	\$0
Halifax Health	43	\$61,776				

Claims Paid by Month	
October 25	\$289,856
November 25	\$551,040
December 25	\$712,075
January 26	\$1,174,160
February 26	\$649,985
March 26	\$492,037
April 26	\$714,705
Total:	\$4,583,857

Average Lag & Average Spend (rolling 12 months)			
Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
Medical	\$23,231	41	\$952,471
Vision	\$0	10	\$0
RX	\$0	398	\$0
Total:			\$952,471



Executive Summary for 00532

Client: West Volusia Hospital Authority
 Paid Dates: 10/1/2025 to 4/30/2026
 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	2	\$1,026	\$684	\$342	\$20	\$0	\$322	0.01%	
AMBULANCE	23	\$10,953	\$10,953	\$0	\$0	\$0	\$0	0.00%	
ANESTHESIA	340	\$621,146	\$521,129	\$100,017	\$0	\$0	\$100,017	2.18%	
CHIROPRACTIC	129	\$13,442	\$9,221	\$4,220	\$630	\$0	\$3,590	0.08%	
DIALYSIS	567	\$11,181,030	\$10,800,048	\$380,981	\$0	\$0	\$380,981	8.31%	
DME/APPLIANCE	53	\$35,243	\$35,243	\$0	\$0	\$0	\$0	0.00%	
EMERG ROOM CHRGS	2743	\$5,790,973	\$5,265,967	\$525,007	\$16,632	\$0	\$508,374	11.09%	
HOSPICE CARE	1	\$2,179	\$2,179	\$0	\$0	\$0	\$0	0.00%	
INELIGIBLE	2917	\$1,490,947	\$1,487,973	\$2,974	\$0	\$0	\$2,974	0.06%	
INPATIENT PHYS	1625	\$479,512	\$379,474	\$100,037	\$0	\$0	\$100,037	2.18%	
IP HOSP CHARGES	470	\$13,259,873	\$12,245,447	\$1,014,426	\$5,550	\$0	\$1,008,876	22.01%	
MATERNITY	66	\$39,214	\$36,098	\$3,116	\$0	\$0	\$3,116	0.07%	
MEDICAL MISC	326	\$125,495	\$110,495	\$15,000	\$1,195	\$0	\$13,806	0.30%	
OFFICE VISIT	5010	\$776,336	\$533,420	\$242,917	\$20,546	\$0	\$222,371	4.85%	
OP PHYSICIAN	1283	\$686,635	\$494,002	\$192,633	\$1,281	\$0	\$191,352	4.17%	
OTHER	1263	\$16,800	\$11,217	\$5,582	\$0	-\$8,157	\$13,739	0.30%	
OUTPAT HOSP	180	\$474,339	\$432,168	\$42,171	\$3,042	\$0	\$39,130	0.85%	
PSYCHIATRIC	749	\$416,026	\$345,407	\$70,619	\$2,440	\$0	\$68,179	1.49%	
RADIATION /CHEMO	821	\$1,724,436	\$1,307,157	\$417,279	\$98	\$0	\$417,181	9.10%	
SLEEP DISORDER	14	\$1,048	\$1,048	\$0	\$0	\$0	\$0	0.00%	
SUBS ABUSE	52	\$66,276	\$55,985	\$10,291	\$0	\$0	\$10,291	0.22%	
SURG FACILITY	374	\$3,503,460	\$3,000,286	\$503,174	\$5,900	\$0	\$497,274	10.85%	
SURGERY	1139	\$272,476	\$221,093	\$51,383	\$0	\$0	\$51,383	1.12%	
SURGERY IP	175	\$301,811	\$234,802	\$67,009	\$0	\$0	\$67,009	1.46%	
SURGERY OP	220	\$253,033	\$181,818	\$71,215	\$0	\$0	\$71,215	1.55%	
TELEMEDICINE	1	\$47	\$47	\$0	\$0	\$0	\$0	0.00%	
THERAPY	1449	\$139,004	\$94,095	\$44,908	\$4,080	\$0	\$40,795	0.89%	
URGENT CARE	81	\$16,261	\$11,267	\$4,993	\$925	\$0	\$4,068	0.09%	
VISION	3	\$274	\$274	\$0	\$0	\$0	\$0	0.00%	
WELLNESS	4499	\$407,028	\$336,720	\$70,309	\$0	\$0	\$70,309	1.53%	
XRAY/ LAB	21513	\$4,633,010	\$3,930,295	\$702,715	\$5,249	\$0	\$697,466	15.22%	
Totals:	48088	\$46,739,334	\$42,096,011	\$4,643,322	\$67,588	-\$8,157	\$4,583,857		

Block of Business ID: EBMSI
 Client ID: 00532

Eligibility Date: : 10/1/2025 to 9/30/2026

Month-Year	Employee Count	Dependent Count	Total Member
00532-West Volusia Hospital Authority			
10/1/2025	1594	0	1594
11/1/2025	1566	0	1566
12/1/2025	1525	0	1525
1/1/2026	1509	0	1509
2/1/2026	1472	0	1472
3/1/2026	1444	0	1444
4/1/2026	1411	0	1411
5/1/2026	1312	0	1312
6/1/2026	1212	0	1212
7/1/2026	1032	0	1032
8/1/2026	813	0	813
9/1/2026	600	0	600
Total Member Days			1,290.83



Enrollment Counts by City and State

Block of Business ID: EBMSI
Client ID: 00532

As Of Date: 4/30/2026

City, State	Employee Count	Dependent Count	Total Count
Bronx, NY	1	0	1
Cassadaga, FL	1	0	1
De Leon Springs, FL	111	0	111
Debary, FL	29	0	29
Deland, FL	662	0	662
Deltona, FL	303	0	303
Lake Helen, FL	10	0	10
Orange City, FL	69	0	69
Osteen, FL	7	0	7
Pierson, FL	87	0	87
Seville, FL	37	0	37
Total	1317	0	1317



Tier Census by Product 4/1/2026

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	1296	572	724	0	0	0	0	1296
		Subtotal for Active:	1296	572	724	0	0	0	0	1296
		Total for Medical:	1296	572	724	0	0	0	0	1296

Requested by: ReportScheduler from p316 data [P316]

Generated at: 12:58:53 on 01 April 2026





Tier Census by Product 4/15/2026

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	1314	583	731	0	0	0	0	1314
		Subtotal for Active:	1314	583	731	0	0	0	0	1314
		Total for Medical:	1314	583	731	0	0	0	0	1314

Requested by: ReportScheduler from p316 data [P316]

Generated at: 01:30:29 on 15 April 2026





Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 4/1/2026 to 4/30/2026

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ANESTHESIA	32	54,112.00	12,822.00	35,616.92	5,673.08	0.00	0.00	5,673.08	0.79%
CHIROPRACTIC	10	890.32	0.00	590.99	299.33	50.00	0.00	249.33	0.03%
DIALYSIS	76	1,323,363.72	90,461.46	1,176,805.19	56,097.07	0.00	0.00	56,097.07	7.85%
DME/APPLIANCE	7	2,297.32	2,297.32	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	408	972,477.38	215,353.69	658,226.36	98,897.33	3,100.00	0.00	95,797.33	13.40%
INELIGIBLE	412	237,327.77	236,569.74	676.02	82.01	0.00	0.00	82.01	0.01%
INPATIENT PHYS	172	45,637.58	19,365.56	17,471.68	8,800.34	0.00	0.00	8,800.34	1.23%
IP HOSP CHARGES	60	2,098,637.36	1,260,575.88	694,727.55	143,333.93	750.00	0.00	142,583.93	19.95%
MATERNITY	13	2,160.00	0.00	1,562.64	597.36	0.00	0.00	597.36	0.08%
MEDICAL MISC	84	11,755.97	2,582.97	6,654.37	2,518.63	314.00	0.00	2,204.63	0.31%
OFFICE VISIT	732	104,541.22	10,101.14	67,340.83	27,099.25	2,426.04	0.00	24,673.21	3.45%
OP PHYSICIAN	209	73,935.83	-113.62	57,221.06	16,828.39	217.47	0.00	16,610.92	2.32%
OTHER	197	0.00	0.00	0.00	0.00	0.00	-3,329.66	3,329.66	0.47%
OUTPAT HOSP	11	63,393.58	47,170.18	10,394.19	5,829.21	29.88	0.00	5,799.33	0.81%
PSYCHIATRIC	95	268,558.35	259,203.00	3,039.52	6,315.83	257.15	0.00	6,058.68	0.85%
RADIATION /CHEMO	83	330,490.76	122,650.09	145,879.74	61,960.93	0.00	0.00	61,960.93	8.67%
SLEEP DISORDER	2	96.13	96.13	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	27	5,682.43	5,682.43	0.00	0.00	0.00	0.00	0.00	0.00%
SURG FACILITY	66	681,729.26	85,913.83	518,620.07	77,195.36	1,200.00	0.00	75,995.36	10.63%
SURGERY	175	49,695.92	19,561.00	23,308.37	6,826.55	0.00	0.00	6,826.55	0.96%
SURGERY IP	20	40,593.00	11,747.00	21,773.17	7,072.83	0.00	0.00	7,072.83	0.99%
SURGERY OP	22	42,374.00	1,407.00	29,894.00	11,073.00	0.00	0.00	11,073.00	1.55%
TELEMEDICINE	1	46.76	46.76	0.00	0.00	0.00	0.00	0.00	0.00%
THERAPY	157	14,520.00	1,285.00	8,330.17	4,904.83	420.00	0.00	4,484.83	0.63%
URGENT CARE	3	556.00	0.00	386.31	169.69	50.00	0.00	119.69	0.02%
WELLNESS	815	79,737.21	6,228.85	61,235.64	12,272.72	0.00	0.00	12,272.72	1.72%
XRAY/ LAB	2929	885,598.77	44,644.41	673,636.99	167,317.37	975.25	0.00	166,342.12	23.27%
Totals for 00532	6818	7,390,208.64	2,455,651.82	4,213,391.78	721,165.04	9,789.79	-3,329.66	714,704.91	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 14:32:14 on 01 May 2026





Benefit Analysis Summary

Block of Business ID: EBMSI
 Client ID: 00532
 Paid Date: 10/1/2025 to 4/30/2026

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	2	1,026.00	0.00	683.54	342.46	20.00	0.00	322.46	0.01%
AMBULANCE	23	10,952.80	10,952.80	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	340	621,146.40	100,364.80	420,764.37	100,017.23	0.00	0.00	100,017.23	2.18%
CHIROPRACTIC	129	13,441.66	2,602.52	6,618.76	4,220.38	630.00	0.00	3,590.38	0.08%
DIALYSIS	567	11,181,029.63	114,049.47	10,685,998.82	380,981.34	0.00	0.00	380,981.34	8.31%
DME/APPLIANCE	53	35,242.89	35,242.89	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	2743	5,790,973.36	962,216.36	4,303,750.35	525,006.65	16,632.34	0.00	508,374.31	11.09%
HOSPICE CARE	1	2,179.29	2,179.29	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	2917	1,490,946.97	1,473,263.84	14,708.66	2,974.47	0.00	0.00	2,974.47	0.06%
INPATIENT PHYS	1625	479,511.65	181,582.58	197,891.65	100,037.42	0.00	0.00	100,037.42	2.18%
IP HOSP CHARGES	470	13,259,873.04	5,444,782.63	6,800,664.19	1,014,426.22	5,550.00	0.00	1,008,876.22	22.01%
MATERNITY	66	39,213.92	30,430.96	5,667.06	3,115.90	0.00	0.00	3,115.90	0.07%
MEDICAL MISC	326	125,495.37	69,135.37	41,359.85	15,000.15	1,194.64	0.00	13,805.51	0.30%
OFFICE VISIT	5010	776,336.35	70,990.59	462,429.00	242,916.76	20,546.04	0.00	222,370.72	4.85%
OP PHYSICIAN	1283	686,635.13	6,174.86	487,827.61	192,632.66	1,280.55	0.00	191,352.11	4.17%
OTHER	1313	16,799.50	1,618.00	9,599.25	5,582.25	0.00	-8,156.54	13,738.79	0.30%
OUTPAT HOSP	180	474,339.14	120,362.90	311,804.79	42,171.45	3,041.87	0.00	39,129.58	0.85%
PSYCHIATRIC	749	416,026.42	278,409.29	66,997.73	70,619.40	2,440.44	0.00	68,178.96	1.49%
RADIATION /CHEMO	821	1,724,436.06	209,479.09	1,097,677.73	417,279.24	97.87	0.00	417,181.37	9.10%
SLEEP DISORDER	14	1,048.13	1,048.13	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	52	66,275.70	16,019.38	39,965.20	10,291.12	0.00	0.00	10,291.12	0.22%
SURG FACILITY	374	3,503,460.11	298,806.50	2,701,479.56	503,174.05	5,900.00	0.00	497,274.05	10.85%
SURGERY	1139	272,476.16	76,185.74	144,907.11	51,383.31	0.00	0.00	51,383.31	1.12%
SURGERY IP	175	301,811.00	69,137.42	165,664.57	67,009.01	0.00	0.00	67,009.01	1.46%
SURGERY OP	220	253,032.96	21,402.50	160,415.52	71,214.94	0.00	0.00	71,214.94	1.55%
TELEMEDICINE	1	46.76	46.76	0.00	0.00	0.00	0.00	0.00	0.00%
THERAPY	1449	139,003.83	19,758.83	74,336.61	44,908.39	4,080.00	0.00	40,794.54	0.89%
URGENT CARE	81	16,260.80	0.00	11,267.39	4,993.41	925.00	0.00	4,068.41	0.09%
VISION	3	274.00	274.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	4499	407,028.36	23,906.26	312,813.44	70,308.66	0.00	0.00	70,308.66	1.53%
XRAY/ LAB	21513	4,633,010.34	612,009.90	3,318,285.04	702,715.40	5,248.92	0.00	697,466.48	15.22%
Totals for 00532	48138	46,739,333.73	10,252,433.66	31,843,577.80	4,643,322.27	67,587.67	-8,156.54	4,583,857.29	

Requested by: ReportScheduler from p316 data [P316]

Generated at: 14:34:04 on 01 May 2026





Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 4/1/2026 to 4/30/2026

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
DeLand	2	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand	1698	444,728.60	0.00	0.00	0.00	0.00	444,728.60
miCareDelton	1062	211,047.13	0.00	0.00	0.00	0.00	211,047.13
miCarePierse	106	58,929.18	0.00	0.00	0.00	0.00	58,929.18
N/A	15	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	2883	714,704.91	0.00	0.00	0.00	0.00	714,704.91



Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2025 to 4/30/2026

Description	Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority							
DeLand	2	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand	11450	2,653,440.12	0.00	0.00	0.00	0.00	2,653,440.12
miCareDelton	8125	1,750,457.41	0.00	0.00	0.00	0.00	1,750,457.41
miCarePierso	645	179,959.76	0.00	0.00	0.00	0.00	179,959.76
N/A	113	0.00	0.00	0.00	0.00	0.00	0.00
00532 Totals:	20335	4,583,857.29	0.00	0.00	0.00	0.00	4,583,857.29



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 4/1/2026 to 4/30/2026

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	636	0.00	0.00	0.00	0.00	0.00	0.00

Requested by: ReportScheduler from p316 data [P316]

Generated at: 20:10:13 on 01 May 2026



Jv-1.28.5.0

Yes



Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 10/1/2025 to 4/30/2026

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	3791	0.00	0.00	0.00	0.00	0.00	0.00
20-4552956	1942540356	WVHA miCare Clinic	Deland	FL	Single or Multispecialty...	5	0.00	0.00	0.00	0.00	0.00	0.00

Requested by: ReportScheduler from p316 data [P316]

Generated at: 22:22:02 on 01 May 2026



CLAIMS PAID BY MONTH

Paid Date: 10/1/25 to 4/30/26

Location Name	Month	Hospital	Laboratory	PCP	Speciality	Facility Physician	Total Claims Count	Total Paid Claims	Total Fixed Costs	Employee Count	PEPM Cost/ Employee	Hospital PEPM	Lab PEPM	PCP PEPM	Speciality PEPM	Facility PEPM
00532 - West Volusia Hospital Authority																
DeLand	04-2026	\$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	10-2025	\$7,707.89	\$14,663.72	\$705.73	\$113,840.49	\$0.00	1490	\$136,917.83	\$0.00	1023	\$133.84	\$7.53	\$14.33	\$0.69	\$111.28	\$0.00
miCareDeLand	11-2025	\$124,473.94	\$24,400.58	\$627.15	\$178,462.15	\$0.00	1619	\$327,963.82	\$0.00	1015	\$323.12	\$122.63	\$24.04	\$0.62	\$175.82	\$0.00
miCareDeLand	12-2025	\$190,118.41	\$18,506.81	\$501.72	\$211,473.54	\$0.00	1500	\$420,600.48	\$0.00	998	\$421.44	\$190.50	\$18.54	\$0.50	\$211.90	\$0.00
miCareDeLand	01-2026	\$419,155.94	\$28,915.27	\$1,454.53	\$243,891.95	\$0.00	2038	\$693,417.69	\$0.00	982	\$706.13	\$426.84	\$29.45	\$1.48	\$248.36	\$0.00
miCareDeLand	02-2026	\$203,405.11	\$17,118.45	\$376.29	\$108,327.78	\$0.00	1372	\$329,227.63	\$0.00	965	\$341.17	\$210.78	\$17.74	\$0.39	\$112.26	\$0.00
miCareDeLand	03-2026	\$132,880.92	\$25,898.95	\$1,393.08	\$140,411.12	\$0.00	1541	\$300,584.07	\$0.00	944	\$318.42	\$140.76	\$27.44	\$1.48	\$148.74	\$0.00
miCareDeLand	04-2026	\$289,820.45	\$20,531.23	\$2,072.57	\$132,304.35	\$0.00	1613	\$444,728.60	\$0.00	926	\$480.27	\$312.98	\$22.17	\$2.24	\$142.88	\$0.00
	Subtotal	\$1,367,562.66	\$150,035.01	\$7,131.07	\$1,128,711.38	\$0.00	11173	\$2,653,440.12	\$0.00	6853	\$387.19	\$199.56	\$21.89	\$1.04	\$164.70	\$0.00
miCareDelton	10-2025	\$19,148.75	\$13,496.02	\$2,927.99	\$111,245.93	\$0.00	1179	\$146,818.69	\$0.00	510	\$287.88	\$37.55	\$26.46	\$5.74	\$218.13	\$0.00
miCareDelton	11-2025	\$51,040.09	\$17,004.47	\$1,581.25	\$135,933.45	\$0.00	1336	\$205,559.26	\$0.00	491	\$418.65	\$103.95	\$34.63	\$3.22	\$276.85	\$0.00
miCareDelton	12-2025	\$129,821.14	\$11,243.46	\$116.84	\$131,944.41	\$0.00	1052	\$273,125.85	\$0.00	467	\$584.85	\$277.99	\$24.08	\$0.25	\$282.54	\$0.00
miCareDelton	01-2026	\$296,075.89	\$12,610.54	\$142.66	\$141,432.69	\$0.00	1414	\$450,261.78	\$0.00	467	\$964.16	\$634.00	\$27.00	\$0.31	\$302.85	\$0.00
miCareDelton	02-2026	\$143,168.23	\$5,621.10	\$191.79	\$159,569.94	\$0.00	930	\$308,551.06	\$0.00	449	\$687.20	\$318.86	\$12.52	\$0.43	\$355.39	\$0.00
miCareDelton	03-2026	\$46,305.25	\$11,802.60	\$581.89	\$96,403.90	\$0.00	1018	\$155,093.64	\$0.00	442	\$350.89	\$104.76	\$26.70	\$1.32	\$218.11	\$0.00
miCareDelton	04-2026	\$108,956.67	\$15,138.60	\$362.49	\$86,589.37	\$0.00	1048	\$211,047.13	\$0.00	430	\$490.81	\$253.39	\$35.21	\$0.84	\$201.37	\$0.00
	Subtotal	\$794,516.02	\$86,916.79	\$5,904.91	\$863,119.69	\$0.00	7977	\$1,750,457.41	\$0.00	3256	\$537.61	\$244.02	\$26.69	\$1.81	\$265.09	\$0.00
miCarePierse	10-2025	\$0.00	\$661.38	\$0.00	\$5,458.28	\$0.00	78	\$6,119.66	\$0.00	61	\$100.32	\$0.00	\$10.84	\$0.00	\$89.48	\$0.00
miCarePierse	11-2025	\$6,524.31	\$1,612.10	\$0.00	\$9,380.26	\$0.00	89	\$17,516.67	\$0.00	60	\$291.94	\$108.74	\$26.87	\$0.00	\$156.34	\$0.00
miCarePierse	12-2025	\$5,372.41	\$1,708.36	\$0.00	\$11,267.82	\$0.00	95	\$18,348.59	\$0.00	60	\$305.81	\$89.54	\$28.47	\$0.00	\$187.80	\$0.00
miCarePierse	01-2026	\$11,751.54	\$2,094.17	\$0.00	\$16,634.47	\$0.00	103	\$30,480.18	\$0.00	60	\$508.00	\$195.86	\$34.90	\$0.00	\$277.24	\$0.00
miCarePierse	02-2026	\$196.84	\$1,160.62	\$0.00	\$10,849.19	\$0.00	59	\$12,206.65	\$0.00	58	\$210.46	\$3.39	\$20.01	\$0.00	\$187.06	\$0.00
miCarePierse	03-2026	\$3,775.05	\$1,792.07	\$1,412.01	\$29,379.70	\$0.00	106	\$36,358.83	\$0.00	58	\$626.88	\$65.09	\$30.90	\$24.35	\$506.55	\$0.00
miCarePierse	04-2026	\$33,029.11	\$925.12	\$601.23	\$24,373.72	\$0.00	104	\$58,929.18	\$0.00	55	\$1,071.44	\$600.53	\$16.82	\$10.93	\$443.16	\$0.00
	Subtotal	\$60,649.26	\$9,953.82	\$2,013.24	\$107,343.44	\$0.00	634	\$179,959.76	\$0.00	412	\$436.80	\$147.21	\$24.16	\$4.89	\$260.54	\$0.00
N/A	10-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	20	\$0.00	\$421,273.86	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	11-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	\$0.00	\$344,690.09	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	12-2025	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	4	\$0.00	\$314,207.22	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	01-2026	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	20	\$0.00	\$324,675.66	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	02-2026	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	16	\$0.00	\$328,158.50	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	03-2026	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	38	\$0.00	\$389,514.51	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
N/A	04-2026	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	15	\$0.00	\$320,202.07	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
	Subtotal	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	113	\$0.00	\$2,442,721.91	0	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total:		\$2,222,727.94	\$246,905.62	\$15,049.22	\$2,099,174.51	\$0.00	19899	\$4,583,857.29	\$2,442,721.91	10521	\$667.86	\$211.27	\$23.47	\$1.43	\$199.52	\$0.00

Parameters

Beginning Location:
 Ending Location:
 Paid Date: 10/1/2025-4/30/2026
 Reporting Period: CLIENTYTD
 Location: 000-zzzzz

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



WVHA miCare Clinic Deland and Deltona

April 2026 Report

miCare Utilization

	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
DeLand			
2026	245	204	83%
Deltona			
2026	177	132	75%
Overall			
2026	422	336	80%

Description of Terms:

- **Utilization** - measures provider (Physician, Nurse Practitioner Physician Assistant) time available to provide direct patient care
- **BOB – Book of Business** - describes the average over the miCare clients’ clinics
- **Member Migration** – shows the % of members who have used the clinic withing a given date range against the number or eligible members
- **Unique Patient** – refers to each member being counted individually within given period
- **Benchmark** – refers to the industry average or standard
- **No Shows** - is where patients didn’t attend their scheduled clinic appointment
- **Administrative Time** – (chart review, medication follow-ups, referrals, provider-to-provider communications etc.) represents approx. 2% of total capacity and is in line with industry standards

No Show Rate

	No Show Count	No Show %
DeLand	57	7%
Deltona	30	6%

No Show Rate -YoY – Feb - April

DeLand	Feb	Mar	Apr
2025	8%	9%	8%
2026	8%	7%	7%
Deltona	Feb	Mar	Apr
2025	6%	5%	7%
2026	6%	4%	6%



Visit Type Utilization

WVHA miCare Clinic Total Visits for DeLand

Clinic Services	Number of visits	%	Notes
Total Provider visits	394	45%	Schedulable patient activities
Total Labs	192	22%	Schedulable patient activities
Total Nurse Visits	5	1%	Schedulable patient activities
Total medication pick-up	264		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	11		Don't have a visit type and are not scheduled appointments
Total Visits	866		

DeLand

- There was a total of 591 clinic visits at the DeLand clinic in April plus 264 medication pick-ups and an additional 11 med pick-ups from the PAP program
- Of the 591 clinic visits, there were 21 phone visits
- There were 28 **new patients** that established care at the DeLand clinic last month
- There were 56 **Physicals** in April – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona

Clinic Services	Number of visits	%	Notes
Total Provider visits	255	48%	Schedulable patient activities
Total Labs	92	17%	Schedulable patient activities
Total Nurse Visits	1	0%	Schedulable patient activities
Total medication pick-up	175		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	8		Don't have a visit type and are not scheduled appointments
Total Visits	531		

Deltona

- There was a total of 348 clinic visits at the Deltona clinic in April plus 175 medication pick-ups from Deltona as well as 8 med pick-ups from the PAP program
- Of the 348 visits, 16 were phone visits
- There were 8 **new patients** that established care at the Deltona clinic last month
- There were 46 **Physicals** in April – Male/Female Wellness – Established Patients



miCare Member Migration

April 2026

		DeLand	Deltona
Total Eligible Membership	1,340	482	278

*** Member migration showed 50% for April**

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

PAP (Pharmacy Assistance Program)- WVHA Health Card Members

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

PAP Summary – April 2026	
Application Approved	380
Application Pending Approval	8
Application Started but Not Submitted	2
Total Active Applications	390
	(Active Applications)

Key Insights:

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

Administrative Office
804 North Woodland Blvd.
DeLand, FL 32720
386-734-7571



DeLand Service Center
114 South Alabama Avenue
DeLand, FL 32724
386-738-9169

Serving Volusia & Flagler Counties

May 5, 2026

West Volusia Hospital Authority

Monthly Enrollment Report

In April, 276 client interviews were conducted by The House Next Door. Of these, 210 appointments supported new and renewal applications, and 66 supported applications that were already pending.

During the month, 241 applications were submitted for verification and enrollment. All 241 were processed by the end of the month, resulting in zero applications carrying over into May.

Of the 241 applications processed, 210 were approved, 6 were denied, and 25 remain pending.

Applications are currently processed, approved, and clients enrolled within 7 business days. After enrollment, EBMS status typically appears as active in the system within 7–14 days.

Application Source	New	Renewal	Total
House Next Door	16	174	190
Advent Health/Fl Hospital	3	0	3
RAAO	17	24	41
Other/WVHA Website	3	1	4
SMA	3	0	3
Totals	42	199	241

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.
- Reached out to clients on provisional enrollment as reminder to return Medicaid denial letter.
- Communicating with partners, working together to better service the community.
- Working events in the community as applicable.

Respectfully submitted by Chris Booker

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DeLand, FL 32720
386-734-7571



DeLand Service Center
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DeLand, FL 32724
386-738-9169

Serving Volusia & Flagler Counties

May 13, 2026

Monthly Denials Summary, 2026

- **January**
 - Total denied: **8**
 - Reasons:
 - Share of cost: 5
 - Over income: 3
- **February**
 - Total denied: **9**
 - Reasons:
 - Full Medicaid: 2
 - Medicare A/B/C: 1
 - Share of cost: 6
- **March**
 - Total denied: **9**
 - Reasons:
 - Full Medicaid: 2
 - Marketplace plan: 1
 - Over income: 1
 - Over income + share of cost: 1
 - Share of cost: 3
 - Share of cost + Medicare: 1
- **April**
 - Total denied: **6**
 - Reasons:
 - Full Medicaid: 2
 - Over income: 2
 - Share of cost: 2

Halifax Health Quarterly Report to West Volusia Hospital Authority

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

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

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

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

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

WVHA Member Patient Type (Hospital)				
	Months	Inpatient	Outpatient	Grand Total
2022	Jan	8	30	38
	Feb	6	26	32
	Mar	5	33	38
	Apr	5	33	38
	May	5	33	38
	Jun	1	32	33
	Jul	3	28	31
	Aug	3	27	30
	Sep	6	23	29
	Oct	5	22	27
	Nov	5	26	31
	Dec	1	26	27
	2022 Total		53	339
2023	Jan	6	31	37
	Feb	3	25	28
	Mar	5	22	27
	Apr	6	32	38
	May	2	18	20
	Jun	4	20	24
	Jul	1	15	16
	Aug	5	23	28
	Sep		32	32
	Oct	7	28	35
	Nov	2	24	26
	Dec	5	25	30
	2023 Total		46	295
2024	Jan	9	16	25
	Feb	8	30	38
	Mar	10	31	41
	Apr	3	35	38
	May	8	40	48
	Jun	7	39	46
	Jul	2	25	27
	Aug	7	26	33
	Sep	3	28	31
	Oct	6	24	30
	Nov	6	30	36
	Dec	10	27	37
	2024 Total		79	351
2025	Jan	2	21	23
	Feb	5	31	36
	Mar	3	20	23
	Apr	3	16	19
	May	3	20	23
	Jun	4	19	23
	Jul	3	20	23
	Aug	1	23	24
	Sep	4	10	14
	Oct	7	20	27
	Nov	6	16	22
	Dec	3	21	24
	2025 Total		44	237
2026	Jan	6	21	27
	Feb	14	41	55
	Mar	4	36	40
	2026 Total	24	98	122
Grand Total		246	1320	1566

Age Mix (Hospital)

Age Group	Patients	Percent
0 - 19	34	2.2%
20 - 29	134	8.6%
30 - 39	206	13.2%
40 - 49	340	21.7%
50 - 59	540	34.5%
60 - 69	268	17.1%
70 - 79	40	2.6%
80 +	4	0.3%
Total	1566	100.0%

Halifax Health UF Health Deltona ER Times (All Patient Types)	Arrival to Discharge/Admit Minutes (Average)	Arrival to Provider Minutes (Average)
Apr - Jun	184	20
Jul - Sep	207	25
Oct - Dec	207	26
Jan - Mar	216	32

Halifax Health UF Health Deltona Left Without Being Seen by Provider – All Patient Types	Total Patients	LWBS	Percent
CY 2022	18,287	440	2.41%
CY 2023	19,693	183	0.93%
CY 2024	19,988	222	1.11%
CY 2025	19,273	293	1.52%
YTD 2026	7,504	42	0.56%

Halifax Health UF Health Deltona Left Against Medical Advice – All Patient Types	Total Patients	AMA	Percent
CY 2022	18,287	286	1.56%
CY 2023	19,693	152	0.77%
CY 2024	19,988	191	0.96%
CY 2025	19,273	221	1.15%
YTD 2026	7,504	47	0.63%

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

Specialty	Visits
Cardiology	44
Cardiovascular Disease	152
Critical Care: Intensive	25
Emergency Medicine	175
Family Medicine	13
Gastroenterology	50
Gynecological/Oncology	11
Hematology/Oncology	60
Hospitalist	228
Infectious Disease	17
Internal Medicine	16
Nephrology	8
Neurology	11
Ophthalmology	5
Pediatric Medicine	8
Phys. Med. & Rehab.	14
Psychiatry	49
Pulmonary Critical Care	5
Pulmonary Disease	31
Radiation Oncology	38
Urology	8
Wound Care	125
Total	1093

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

Specialty	Visits
Cardiology	41
Cardiovascular Disease	115
Critical Care: Intensive	28
Emergency Medicine	128
Family Medicine	7
Gastroenterology	29
Gynecological/Oncology	16
Hematology/Oncology	58
Hospitalist	99
Infectious Disease	3
Nephrology	1
Neurology	1
Ophthalmology	5
Pediatric Medicine	1
Psychiatry	41
Pulmonary Disease	9
Radiation Oncology	27
Urology	3
Wound Care	31
Total	643

**WVHA Members Served by Halifax Health
Physician 2026**

Specialty	Visits
Cardiology	7
Cardiovascular Disease	9
Critical Care: Intensive	17
Emergency Medicine	5
Family Medicine	3
Gastroenterology	2
Gynecologic Oncology	1
Hematology and Oncology	7
Hospitalist	44
Internal Medicine	1
Nephrology	2
Procedural	2
Phys. Med. & Rehab.	4
Pulmonology	10
Radiation Oncology	20
Urology	2
Wound Care	4
Total	140

<u>Medical Center of Deltona</u>	<u>July-22</u>	<u>July-23</u>	<u>July-24</u>	<u>July-25</u>	<u>March-26</u>
Patient Experience (HCAHPS Top Box %)					
Overall Hospital Rating 0-10	66%	69%	69%	66%	73%
Willingness to Recommend Hospital	71%	66%	71%	67%	73%
Hospital Compare Healthcare Associated Infections (Raw Patient Count)					
MRSA	1	1	0	1	1
CDiff	0	1	1	5	1
CLABSI	0	0	0	0	0
CAUTI	1	0	1	0	0
SSI (Colo)	1	1	0	5	0
SSI (Hyst)	N/A	0	N/A	N/A	N/A

AdventHealth DeLand Quality Indicators for West Volusia Hospital Authority

April 2026

- A. Fully accredited by The Joint Commission- www.jointcommission.org
- B. Rated A by The Leapfrog Group in Fall 2025 and Top hospital for 2023, 2024 & 2025
www.leapfroggroup.org
- C. No separate specific ER department accreditation
- D. CMS 4 – Star Rating
- E. **Customer Satisfaction:** <https://www.medicare.gov/care-compare/> as of 5/1/2026
Completed surveys- 1376 Response rate- 19%.

Patients who reported that their nurses "Always" communicated well: 78%.

National average: 80%

Florida average: 76%

Patients who reported that their doctors "Always" communicated well: 75%.

National average: 80%

Florida average: 75%

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

National average: 62%

Florida average: 58%

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

National average: 74%

Florida average: 72%

Patients who reported that the area around their room was "Always" quiet at night: 52%.

National average: 60%

Florida average: 57%

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

National average: 87%

Florida average: 83%

Patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest): 69%

National average: 72%

Florida average: 68%

Patients who reported YES, they would definitely recommend the hospital: 67%

National average: 71%

Florida average: 68%

F. Emergency Department Metrics

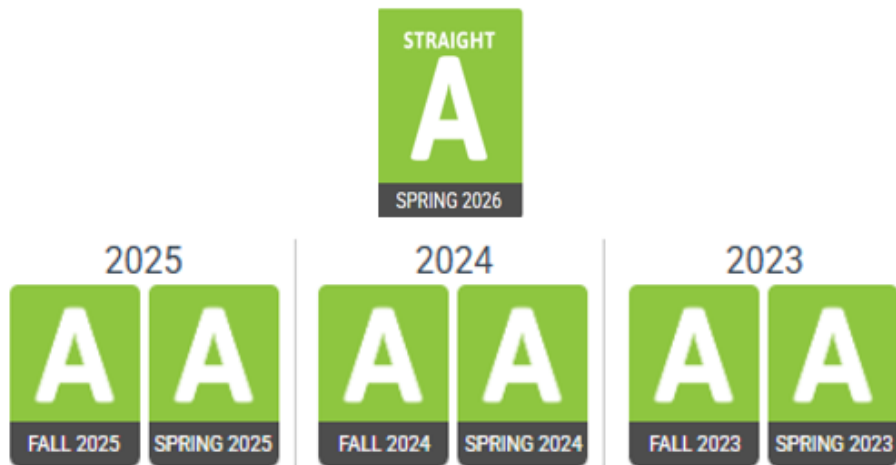
- a. Door to Provider:
 - i. (CY2026) Average:11 Minutes
 - ii. (PY2025): 11 minutes
- b. Door to Discharge:
 - i. (CY2026) Average: 178 minutes
 - ii. (PY2025): 158 Minutes
- c. Left Without Being Seen %
 - i. (CY2026): 0.4%
 - ii. (PY2025): 0.6%

G. Annual tracking of Healthcare Associated Infections (National Benchmark 1.000) (Hospital Compare / April 2026):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.701 (1 Infections)
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.114 (2 Reported)
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 0.000 (0 Infections)
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 1.342 (2 reported)
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy: Not reported
- f. Surgical Site Infection (SSI) for Colon Procedures Outcome Measure: 0.00 (0 Infections)

Additional publicly reported data is available at

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



AdventHealth Fish Memorial Quality Indicators for West Volusia Hospital Authority

April 2026

- A. Fully accredited by The Joint Commission- www.jointcommission.org
- B. Rated A by The Leapfrog Group in Fall 2025 - www.leapfroggroup.org
- C. No separate specific ER department accreditation
- D. CMS 5- Star Rating
- E. **Customer Satisfaction:** <https://www.medicare.gov> as of 5/1/2026
Completed surveys-1730 Response rate- 18%.

Patients who reported that their nurses "Always" communicated well: 83%.

National average: 80%

Florida average: 75%

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

National average: 80%

Florida average: 75%

Patients who reported that the staff "Always" explained about medicines before giving it to them: 66%.

National average: 62%

Florida average: 58%

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

National average: 74%

Florida average: 72%

Patients who reported that the area around their room was "Always" quiet at night: 67%.

National average: 60%

Florida average: 57%

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

National average: 87%

Florida average: 83%

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

National average: 72%

Florida average: 68%

Patients who reported YES, they would definitely recommend the hospital: 73%

National average: 71%

Florida average: 68%

F. Emergency Department Metrics

- a. Door to Provider:
 - i. (CY2026) Average: 18 Minutes
 - ii. (PY2025): 22 minutes
- b. Door to Discharge:
 - i. (CY2024) Average: 193 minutes
 - ii. (PY2025):183 minutes
- c. Left Without Being Seen %
 - i. (CY2026): 0.6 %
 - ii. (PY 2025): 1.0 %

G. Annual tracking of Healthcare Associated Infections (National Benchmark 1.000) (Hospital Compare / November 2025):

- a. Catheter-associated Urinary Tract Infection (CAUTI) Outcome Measure: 0.262 (1 Infections)
- b. Clostridium difficile Infection (CDI) Outcome Measure: 0.000 (0Reported)
- c. Central line-associated Bloodstream Infection (CLABSI) Outcome Measure: 0.563 (2 Infections)
- d. Methicillin-resistant Staphylococcus aureus (MRSA) Bacteremia Outcome Measure: 0.407(1 reported)
- e. Surgical Site Infection (SSI) for Abdominal Hysterectomy: Not reported
- f. Surgical Site Infection (SSI) for Colon Procedures Outcome Measure: 0.7343 (1 Infection)

Additional publicly reported data is available at

<https://ratings.leapfroggroup.org/facility/details/10-0072/adventhealth-fish-memorial-orange-city-fl>



Emergency Medicine Professionals, P.A. (EMPros)
1Q 2026 Report for West Volusia Hospital Authority
May 21, 2026 Report
1Q 2026 Turnover Rate - 2.06% - 3 terminations

AdventHealth Deland	1Q 2026
Emergency Department Metrics	
Total ED Visits	11,828
Total WVHA Cardholder ED Visits	140
Total ED	
Minutes from Door to Doc	11
Minutes from Door to Discharge or Inpatient Admission	181
Left Without Being Seen (LWBS)	65
LWBS/Day	0.72
LWBS/%	0.50%

AdventHealth Fish Memorial	1Q 2026
Emergency Department Metrics	
Total ED Visits	12,132
Total WVHA Cardholder ED Visits	58
Total ED	
Minutes from Door to Doc	18
Minutes from Door to Discharge or Inpatient Admission	195
Left Without Being Seen (LWBS)	80
LWBS/Day	0.89
LWBS/%	0.70%

AdventHealth Fish Memorial/Deltona OSED		1Q 2026
Emergency Department Metrics		
Total ED Visits		5,862
Total WVHA Cardholder ED Visits		14
Total ED		
Minutes from Door to Doc		16
Minutes from Door to Discharge or Inpatient Admission		107
Left Without Being Seen (LWBS)		33
LWBS/Day		0.36
LWBS/%		0.60%

AdventHealth Combined Deland/Fish Memorial/Deltona OSED		1Q 2026
Emergency Department Metrics		
Total ED Visits		29,822
Total WVHA Cardholder ED Visits		212
Total ED		
Minutes from Door to Doc		15
Minutes from Door to Discharge or Inpatient Admission		164
Left Without Being Seen (LWBS)		178
LWBS/Day		1.98
LWBS/%		0.60%



miCare 
Health Center

May 2026 Board Submission



Submission Components

I. Deltona clinic closure update

Page 3

- a) Key dates
- b) Member communications

II. Texting messages to patients (proposal)

Page 7

III. Outreach efforts to members

Page 9

- a) Funded entities – presenting to miCare staff schedule
- b) Funded entities – information dissemination schedule
- c) Resource fair proposal

Item for discussion: flooring in DeLand Clinic

1. Deltona Clinic Closure Update

miCare wanted to assure the WVHA Board that the Deltona clinic closure is being handled in great detail. This includes everything from working with the landlord, to supply inventory, to member facing communication materials, and much more.

We did insert several operational details in this month's submission. Please know that this was done simply to create awareness for the Board that things are being handled. miCare has no expectations that the Board be involved in every detail – again, this was done for awareness and confidence that every detail is being managed by miCare.

1. Deltona Clinic Closure Update

a) Key Dates

miCare appreciated the feedback from the WVHA board members regarding the timeline expectations for the Deltona clinic closure. To this end, please find a revised timeline here. As work is done, additional dates and events will be added accordingly.

Date	Event
Friday, September 18 th , 2026	- Final day to see patients in Deltona Clinic
Saturday, September 19 th , 2026 – Wednesday, September 30 th , 2026	<ul style="list-style-type: none"> - Final move out of Deltona Space - Move all needed items to DeLand - Final set-up of DeLand
Thursday, October 1 st , 2026	- Full consolidation complete (seeing patients at one single location)

1. Deltona Clinic Closure Update

b) Member Communications

miCare has taken a full inventory of all member facing miCare clinic materials that need revised due to the Deltona Clinic closure.

See next page for details.

Communication item	Action
Letter to members <i>(to educate members of the Deltona clinic closure)</i>	<ul style="list-style-type: none"> - Sent to all enrolled health card members the week of June 29th, 2026 - Letters will be available at the front desk of both clinic locations as a takeaway
Signs at Deltona & DeLand Clinics	<ul style="list-style-type: none"> - Clear, concise signage already placed on doors of both clinics - Staff is also educating members as they come in about the upcoming closure
Tri-fold flyer	<ul style="list-style-type: none"> - miCare is currently revising the WVHA miCare tri-fold flyer to reflect only the DeLand location - This updated flyer will be used in all outreach efforts as of July 2026 - See page 10 for funded entity flyer re-dissemination schedule
New Enrollment packets	<ul style="list-style-type: none"> - miCare is revising the documents currently inserted into the new enrollment packets that accompany ID cards. miCare will ensure that any packet disseminated beginning in July 2026 will reflect the DeLand clinic location only.
Appointment scheduling	<ul style="list-style-type: none"> - Appointment staff is already aware of the Deltona Clinic closure and is educating members as appropriate about the closure during telephone encounters.
Text campaign	<ul style="list-style-type: none"> - miCare plans to send the following text message to members reminding them of the clinic closure: <ul style="list-style-type: none"> - First week in July 2026 - First week in August 2026 - September 7th, 2026 - September 14th, 2026
The House Next Door	<ul style="list-style-type: none"> - THND has agreed to educate health card holders about the Deltona clinic closure as they interact with members.
Website	<ul style="list-style-type: none"> - Partners West Volusia Hospital Authority – coordinate with WVHA admin to have this website updated - www.miCareHealthCenter.com website to be updated by miCare

2. Text Messaging - Proposal

- miCare understands that WVHA has a desire to promote the programs & services provided by the funded entities to health card members via text message.
- miCare has a text messaging platform built into the EMR system that is currently utilized and is **willing to assume responsibility (for no extra fees) of disseminating text messages to members to promote the various programs & services available to them as members of the WVHA program.**
- miCare understand the WVHA board would like messages to go out every 6 months to promote continued awareness of the funded entities.

2. Text Messaging

- Members are used to receiving text messages from miCare:

I. miCare disseminated the following text **campaigns** recently:

- October 2025: flu shot reminder
- January 2026: reminder of the no-show policy
- February 2026: a general miCare clinic reminder text with hours, phone #, etc.

II. **Standard appointment** related text messages:

- *Appointment reminder*: 2 reminder text messages sent before office visit
- *No show*: when a patient misses an appointment, a reminder text is sent asking them to call into miCare to reschedule
- *Wellness reminder*: when a patient has not been seen for 12 months, a reminder is sent for them to schedule an appointment
- *Medication pick-up*: when a patient has a medication ready for pick-up, a text reminder is sent that includes the clinic phone # and hours
 - When medications have not been picked-up, up to three text reminders are sent.

3. WVHA outreach efforts

a) Funded entities - presentations to miCare staff

- March 2025: The Florida Department of Health, Dental
 - April 2025: Hispanic Health Initiatives
 - July 2025: The STEPS Program (partnered with The Neighborhood Center)
 - March 2026: The Dream Center
 - April 2026: RAAO
 - The Farmworker's Association – *currently working on a date*
- miCare is also working with additional funded entities to ensure they can present to the miCare staff as well. Entities and dates will be added to this schedule as soon as possible.

3. WVHA outreach efforts

b) Funded entities - information dissemination schedule

Below is a recent account of information dissemination locations:

- November 2025: The Farmworker's Association
- February 2026: Advent Health DeLand Case Management team
- February 2026: Advent Health Fish Case Management team
- February 2026: Halifax Health Deltona Case Management team
- February 2026: The Dream Center
- February 2026: Florida KidCare
- February 2026: RAAO
- February 2026: The Neighborhood Center
- A six-month cadence of information distribution across all funded entities is in development.
- In addition, miCare is constructing a list of local libraries, employment centers, laundry mats, The FL Department of Health, and more to disseminate information at.

3. WVHA outreach efforts

c) Resource Fair coordination

- The last Resource Fair was held March 2023.
- miCare will coordinate the next Resource Fair to include notifying patients, creating flyers, securing funded entities being present, and more.
- Due to increasing temperatures in FL and the upcoming Deltona clinic closure, miCare recommends this be done late October/November 2026.
- Vendors for consideration include:
 - Community Legal Services
 - The House Next Door
 - Hispanic Health Initiatives
 - RAAO
 - Halifax Health
 - Advent Health
 - The FL Dept. of Health, Dental
 - The Dream Center
 - Farmworker’s Association
 - The Neighborhood Center
 - SMA
 - Life-Spire
 - Halifax Health FL KidCare
 - Easterseals

WEST VOLUSIA HOSPITAL AUTHORITY

AGENDA MEMO

TO: WVHA Commissioners

FROM: Stacy Tebo, WVHA Administrator

RE: Applichat Campaign Strategy Report and Suggestions/Questions for WVHA Website

DATE: May 14, 2026

Eileanoir with Applichat provided the attached HealthCard Campaign Strategy Report. On page fifteen, there is reference to a shared outreach spreadsheet; a link to Google Sheets is embedded in the electronic version emailed to you. I added two entries on the Student tab, and there are other organizations to be added to the other three tabs. The Applichat team will be working on it again in the next few days. I exported the spreadsheet from Google Sheets to PDF and attached it behind the report. To reiterate, the outreach spreadsheet is a living document that we will keep updating as we identify other organizations to include. It has been sent to funded agencies for their input.

Before the campaign moves into active delivery, Applichat is seeking Board input on the overall campaign strategy, audience personas and messaging direction, sample ad templates included in the appendix, the proposed video production plan, and the recommended audience journey from first contact through HealthCard application and follow-up. Applichat welcomes any questions, suggested changes, or additional feedback before implementation proceeds.

Applichat Suggestions / Questions for WVHA Website

1. Does the Board want photos on the website that are not stock photos? If so, what images should be used?
2. What verbiage does the Board want to use on the website to notify everyone about the Deltona clinic closing? *Example: The final day to see patients in the Deltona WVHA miCare Clinic will be Friday, September 18th.*
3. Is the Board opposed to inserting a short interest form on the website? It would read "Not sure where to start? Leave your information and someone can contact you about the next step". There will be a spot to fill in name, phone number, and email address. See page 17 of the report.
4. Does the Board have any desire to replace the word "indigent" with needy, low-income, or another synonym?

WVHA HEALTHCARD OUTREACH CAMPAIGN

STRATEGY REPORT

May 11, 2026

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Campaign Purpose

This campaign aims to increase awareness of the West Volusia Hospital Authority and drive applications for the WVHA HealthCard among eligible residents.

Many eligible residents may be unaware that WVHA exists, uncertain about whether they qualify, or unclear about how to begin the application process. To address these barriers, the campaign is organized around three primary goals:

1. Increase HealthCard awareness across West Volusia
2. Increase HealthCard inquiries and applications
3. Build trust in WVHA's role as a community health resource

To achieve these goals, the campaign will focus on clear, persona-based messaging across a range of channels, including digital ads, printed materials, and outreach through local community organizations.

Priority Audiences

The campaign will use a persona-led outreach strategy. Rather than applying a single general message across all channels, materials will be tailored to the specific groups most likely to benefit from the HealthCard. This approach will help WVHA reach residents in ways that feel relevant, practical, and respectful.

The campaign will focus on four priority personas:

1. Spanish-Speakers

Some Spanish-Speaking residents may face language, trust, or access barriers that reduce engagement with health programs. Messaging for this audience should be warm, clear, and culturally relevant. Spanish copy should not be translated word-for-word from English. It should be adapted so that it reads naturally and feels intended for this audience.

Imagery Approach

- Warm, community-based visuals
- Family-centered images where appropriate
- Welcoming and accessible settings
- Spanish copy given equal size and visual prominence to English copy

2. People Experiencing Homelessness

Residents experiencing homelessness may face compounding barriers, including limited transportation, restricted internet access, incomplete documentation, and distrust of institutional systems. Messaging for this audience should be simple, direct, and low-barrier. It should avoid complicated eligibility language and focus on removing friction.

Imagery Approach

- Respectful and dignity-centered visuals
- Imagery that shows access, support, and help
- Calm, practical visual tone
- No stereotyping or stigmatizing imagery

3. Students and Young Adults

Students and young adults may be working part-time, between jobs, or simply unaware of the options available to them. This group tends to engage primarily through digital channels, and materials should be designed accordingly.

Imagery Approach

- Younger adults in familiar everyday settings
- Mobile-first design with simple, clean graphics
- Clear and prominent calls to action

4. Older Unemployed Adults

Older adults who have recently lost income or employer-sponsored insurance may be managing ongoing health needs with reduced financial flexibility. This audience needs reassurance that support is available, primarily through physical outreach channels.

Imagery Approach

- Calm, trustworthy visuals
- Older adults in familiar community or healthcare settings
- Images that convey support, dignity, and stability

Example persona 1:



Persona:
Spanish-Speaking
Family Provider



Marcos is a 32-year-old man living in DeLand, Volusia County.



Marcos is originally from Mexico, speaks Spanish at home, and works hard to stay healthy, manage expenses, and support himself and his family.



Marcos works in hourly or contract-based jobs such as construction, warehousing, and landscaping. His employment is steady but does not provide employer-sponsored health insurance.

Marcos's Needs:



Marcos considers himself healthy, but knows that a single injury or illness could quickly create financial strain. He has delayed routine care in the past and usually only seeks medical help when something becomes urgent.

Originally from Mexico, Marcos speaks Spanish at home and feels more comfortable with healthcare information available in Spanish. He needs affordable, easy-to-understand care with clear information about services, eligibility, and costs.

Marcos is unsure whether he qualifies for assistance and has limited awareness of WVHA. Concerns about cost, confusing systems, language barriers, and past experiences with unclear billing make him hesitant to seek care. Transportation and scheduling challenges can also make access more difficult.



Channels and Suggested Messaging:

Marcos is most likely to engage with mobile-friendly content on social media, especially short videos and simple graphics that clearly explain healthcare options and next steps. Spanish-language content and plain, easy-to-understand messaging are especially important.

Messaging should be available in Spanish and focused on trust, affordability, and simple explanations.

- “No insurance? The WVHA Health Card may help you access affordable healthcare.”
- “Clear healthcare information without confusing paperwork or surprise bills.”
- “Affordable local care and support for working families.”

Example persona 2:



Persona:
**The Disconnected
Care Seeker**



David is a 54-year-old man currently experiencing homelessness in DeLand, Volusia County.



He connects through shelters, food pantries, and outreach workers. Phone and internet access are limited and inconsistent.



Steady work stopped years ago due to health issues. Without transportation or a fixed address, employment has been nearly impossible.



David values dignity above all. He has been let down before and is slow to trust, but once he does, he shows up consistently.

David's needs:



David has been managing several health issues for years and needs regular care, medication, and follow-up appointments to stay healthy.

The hardest part is navigating the system. Applications, paperwork, online forms, and follow-up calls can quickly become overwhelming, especially without reliable transportation, internet access, or a steady phone number. Even when David wants help, the process can feel difficult to manage alone.

Over time, these barriers have made it harder for him to trust that support programs will actually lead to lasting care. He has heard about programs like WVHA before, but after running into obstacles in the past, he is unsure where to start or whether it will work for him. Building trust takes consistency, clear communication, and people who continue showing up over time.



Channels, and Suggested Messaging

Online outreach alone is unlikely to reach David. He is more likely to hear about WVHA through trusted community spaces and organizations he already interacts with. Sharing posters and flyers through local partners, shelters, food pantries, outreach programs, community health events, and organizations like RAAO can help make information more visible and accessible.

Placing flyers in high-traffic community locations such as shelter intake desks, day centers, clinics, libraries, and meal programs creates more opportunities for people like David to learn about available support.

Messaging that resonates with David includes themes like:

- Housing instability should not keep you from getting healthcare.
- Healthcare support for people facing housing or financial instability.
- No stable housing or phone? Start by asking about the WVHA Health Card.

Example persona 3:



Persona:
The Young Student



Sofia is a 26-year-old student living in Enterprise, Volusia County.



She seeks information through social media.



She is studying at university and works retail and freelance gigs to cover her bills. None of her jobs offer health insurance or benefits.



Sofia values independence. She wants to solve this on her own and just needs to know where to start

Sofia's needs:



Sofia recently turned 26 and aged out of her parents' health insurance plan. Since then, she has been putting off a check-up and delaying a prescription refill until she finds a stable job after college.

She needs healthcare that is affordable, simple to understand, and easy to access. She worries about unexpected medical bills, confusing paperwork, and signing up for something she does not fully understand.

Sofia assumed programs like the WVHA Health Card were mainly for older adults or families. She did not realize someone her age might also qualify. She is unsure what documents she needs, where to apply, or how long the process takes. Like many young adults navigating insurance on their own for the first time, she worries about asking the wrong questions or being told she does not qualify.



Channels, and Suggested Messaging

Sofia is on her phone constantly and finds out about things through social media. If something does not look good on a small screen, she probably will not read it. Short videos with real people explaining things in plain language work a lot better than brochures for someone like her.

Messaging that resonates with Sofia includes themes like:

- "Just aged off your parents' plan? You have options."
- "Affordable care while you get on your feet."
- "Apply in minutes. Help available in Spanish."

Example persona 4:



Persona:
**The Out of work
 Older Adult**



Patricia is a 47-year-old woman living in Orange City, Volusia County



She seeks information online and also values printed materials. Detail-oriented and cautious about who she trusts.



Laid off after fifteen years when her company restructured. Actively job hunting.



She values privacy and self-reliance. She wants to be treated as a capable adult in a tough spot, not as a charity case.

Patricia's needs:



Patricia has a thyroid condition and needs medication and lab work every month. She has not missed a dose yet, but her medication is running low. Without coverage, she could soon face a gap in treatment she cannot afford.

She recently lost her job and her health insurance. She applied for Medicaid but did not qualify based on her household situation. After that, she was not sure where else to turn. The process felt confusing, overwhelming, and hard to navigate. Nobody explained other options like WVHA, so she assumed she had run out of choices.

Patricia is not someone who talks openly about financial stress or medical bills. She searched for answers quietly, filled out applications quietly, and almost gave up quietly. Reaching people like her means making information simple, easy to find, and shared in places they already trust.



Channels, and Suggested Messaging

Patricia does her research. She Googles queries, reads local Facebook groups, and pays attention to community newspapers. If a neighbor she trusts mentions WVHA, she will look it up that same day.

Messaging that resonates with Patricia includes themes like:

- A job loss should not put your health at risk.
- Between jobs does not have to mean without healthcare.
- Help for those navigating job loss and healthcare costs.
- Denied Medicaid? You may still have options here.

Messaging Strategy

All campaign messaging will be clear, direct, and adapted to the format and audience it serves. The core message will remain consistent across channels, but how it is expressed will vary depending on whether the material is a social media ad, a printed flyer, or a partner handout.

Social Media and Digital Ads

Social media ads have limited space and must compete for attention quickly. Messaging should be short, single-focused, and action-oriented. Each ad should carry one clear idea and one clear next step. It should not attempt to explain WVHA fully or address every possible question.

Printed and Partner Materials

Flyers, posters, and partner handouts have more space and are often read by someone who is already open to receiving information. These materials can include a brief description of WVHA, eligibility language in plain terms, and a clear next step, such as a QR code, phone number, or website link.

Even so, printed materials should remain concise. Residents should be able to read the key information in under 30 seconds. Details will be provided in follow-up resources or on the WVHA website.

Messaging Framework

This framework sets the core campaign messages for WVHA. Messages can be adapted for each approved persona, but the tone should stay clear, warm, practical, and action-focused.

Message Area	Purpose	Core Message	Best Used For
Awareness	Introduce WVHA to residents who may not know it exists.	WVHA helps eligible West Volusia residents access healthcare.	General ads, posters, flyers, social media, outreach materials
HealthCard Explanation	Explain the HealthCard in simple terms.	The WVHA HealthCard can help eligible residents get connected to care.	Website, explainer video, partner handouts, printed materials
Eligibility Reassurance	Reduce uncertainty about who can apply.	Not sure if you qualify? Find out now.	Ads, HealthCard Q&A page, contact form, flyers
Trust Builder	Make the process feel safe, local, and nonjudgmental.	Clear information. Local support. A simple next step.	Videos, Spanish outreach, partner materials, community posts
Spanish Access	Show that Spanish-speaking residents are included.	Information is available in Spanish.	Bilingual ads, flyers, posters, social media

Message Area	Purpose	Core Message	Best Used For
Action Driver	Move residents toward the next step.	Apply for your HealthCard today.	CTA buttons, QR code materials, ads, posters
Low-Friction Contact	Give residents an easier first step than completing a full application immediately.	Leave your contact information and someone can follow up.	Website contact form, digital ads, flyers
Community Value	Build trust in WVHA's role and public purpose.	WVHA supports access to care across West Volusia.	Awareness posts, board materials, community updates

Consistent Messaging Principles

Across all channels and formats, campaign messaging should:

- Lead with a benefit that is immediately relevant to the reader
- Use plain language – avoid eligibility jargon and institutional terminology
- Include one clear next step per material
- Avoid overloading the reader with information that belongs elsewhere

Visual Direction

All materials will follow WVHA brand colors (see below). The visual style should feel clean, calm, accessible, and trustworthy.

WVHA *brand* colors

PRIMARY



Deep Navy

#213289

Full-bleed backgrounds, footers, cover pages.



Royal Blue

#324BA1

CTA buttons, headline text on light, card borders.



Lime Green

#ACCE6B

Accent CTAs, step indicators, highlights.

SECONDARY



Teal

#378DAB

Supporting accents, stat highlights.



Ice Blue

#E5F8FF

Quote backgrounds, pill tags, light card fills.

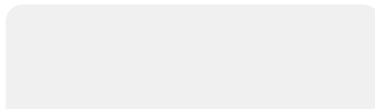


Mist Gray

#E8E8E8

Dividers, card strokes, secondary containers.

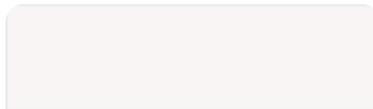
NEUTRALS



Page Mist

#F0F0F0

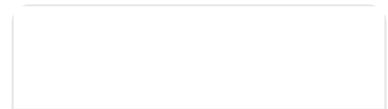
Page backgrounds, social post canvas.



Off White

#FAF9F9

Card surfaces, inner container fills.



Pure White

#FFFFFF

Logo on dark, body text on blue, primary surfaces.

Colors to Always Avoid: Reds, oranges, or high-contrast alert tones that imply urgency or alarm. Any color outside this palette applied to headlines or primary CTAs.

Materials Should Avoid

- Alarm-based colors or imagery
- Stigmatizing visuals
- Overly clinical design
- Crowded layouts or small text
- Spanish copy that appears secondary or supplementary

Accessibility

All campaign materials must be usable by people with visual, cognitive, or language-related barriers.

Contrast

All text must meet WCAG AA contrast ratios: 4.5:1 for body copy and 3:1 for large text and UI components.

Font Size

- Minimum 16px for digital body copy.
- Minimum 11pt for all printed materials.
- Never sacrifice readability for layout aesthetics.

Alt Text

Every digital image must include descriptive alt text. Decorative images should use an empty alt attribute.

Distribution Strategy

For physical and email distribution, Applichat will maintain a [shared spreadsheet](#) of recommended distribution locations and organizations for each target persona.

The spreadsheet will include the following fields:

- Org Type
- Name
- Location
- Contact

The outreach spreadsheet is a working document, not a finished product. Applichat will continue adding locations, organizations, and contacts throughout the project through research, direct searching, WVHA input, and recommendations from community partners.

For physical distribution, approved locations will also be marked on Google Maps to support route planning, geographic coverage, and tracking across West Volusia.

Printable materials will be distributed digitally to local partner organizations. These organizations can then print, display, and share materials directly with the residents they serve. This approach extends campaign reach through trusted community relationships.

Partner email outreach will include:

- A brief explanation of the campaign and its purpose
- Links to printable flyers and posters
- Suggested uses for the materials
- A point of contact for questions or additional materials

Digital and Social Media Strategy

Digital ads and social media content will extend campaign reach across West Volusia and reinforce the messages used in printed materials. The campaign may include:

- Facebook and Instagram ads
- Static graphics and short video clips
- Bilingual English and Spanish ad sets
- Persona-specific creative
- Organic social media posts

Digital channels will support goals related to awareness, website visits, and HealthCard interest.

Ad Templates

The campaign will use simple social media ad templates that can be adapted for each priority persona. The goal is to keep each ad clear, easy to read, and quick to understand on a phone.

The templates are designed for Spanish-speaking residents, people experiencing homelessness, students, and older unemployed adults. Messaging, imagery, and calls to action can be adjusted based on what performs best during the campaign.

In Phase 1, Applichat will test different versions of the templates, including different headlines, images, languages, and calls to action. In Phase 2, more budget will be focused on the templates and messages that perform best.

The sample templates below show how this approach can be applied across the campaign while keeping the design consistent and the message easy to understand.

Sample ad templates can be found in the Appendix.

Audience Journey

The campaign should make it easy for residents to move from seeing a message to taking action.

Many residents may first see WVHA through an ad, flyer, poster, video, or local organization. They may not be ready to complete a full application right away. They may have questions, be unsure if they qualify, or need help understanding the next step.

Adding a simple contact form to the WVHA website would help to reduce friction.

Recommended Contact Form

The form should let residents request follow-up from The House Next Door without completing the full application immediately.

Suggested fields:

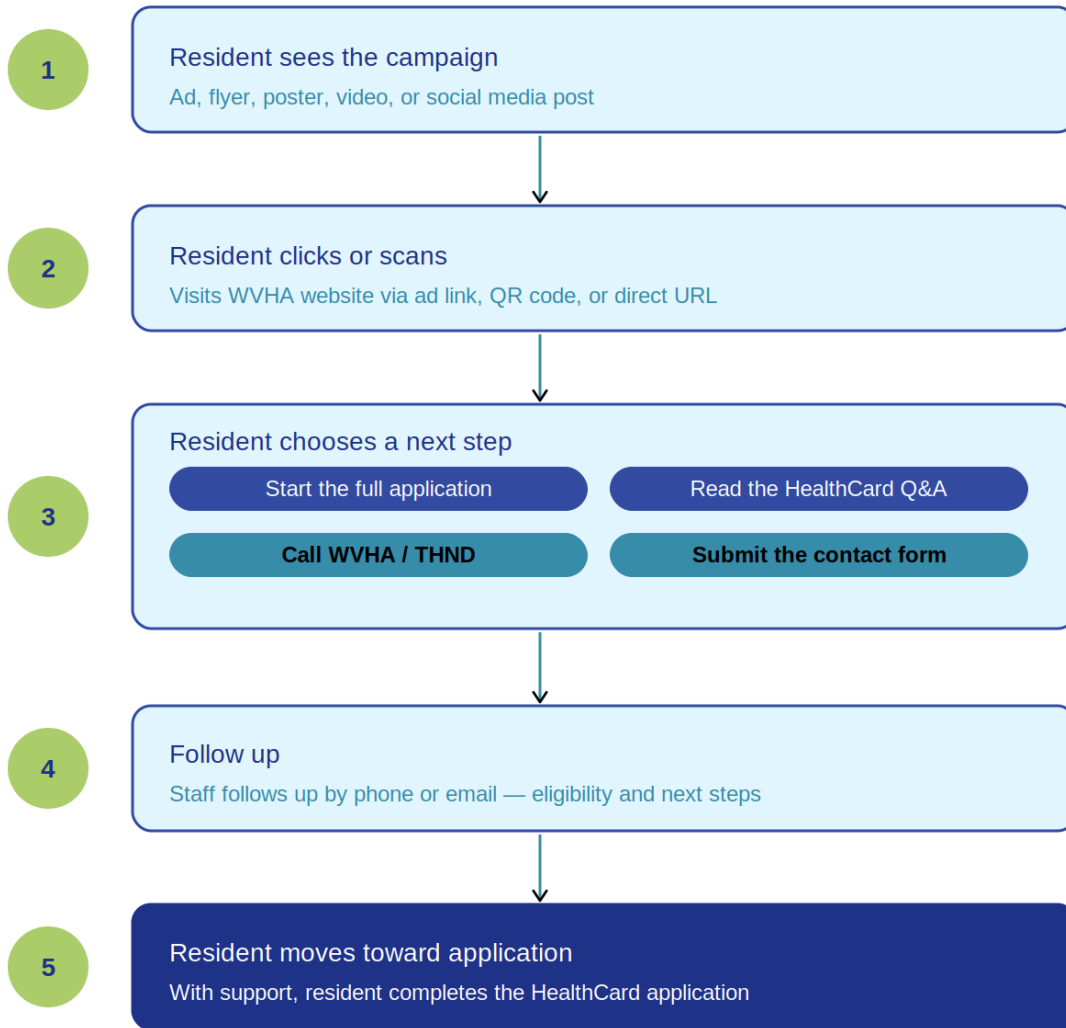
- Name
- Email
- Phone number

Suggested form message:

Not sure where to start? Leave your information and someone can contact you about the next step.

WVHA HEALTHCARD CAMPAIGN

Audience Journey



Video Production Plan

New video content will help the campaign feel local, human, and trustworthy. These assets may be used across social media and digital ads.

Video content should be short, clear, and practical. Where possible, the campaign will create reusable content that WVHA can continue to draw on after the campaign period ends.

Video Idea	Purpose	Key Content
1. WVHA Intro Video	Explain what WVHA is and how the HealthCard helps.	What WVHA is, how it is funded, who may be eligible, what the HealthCard helps with, and how to apply.
2. What Happens Next? Animated Video	Reduce confusion about the process after someone applies or reaches out.	What happens after applying, what information may be needed, who may follow up, and where to ask questions.
3. Student-Focused Short Video	Grab attention from students and younger adults.	Quick trend-style opening, simple HealthCard explanation, and clear next step.
4. <u>Optional</u> HealthCard User Testimonial	Build trust through a real resident story, if someone is comfortable participating.	How the resident learned about WVHA, what the process was like, and how the HealthCard helped.

Production Steps

Step	Activity
1. Script Review	Applichat creates scripts or outlines and sends them to WVHA for review.
2. Production	Applichat records footage and develops animated elements.
3. Editing	Applichat edits videos, adds captions, creates social media cutdowns, and prepares final files for approval.

Campaign Phases and Optimization Strategy

The campaign will be structured in two phases. Phase 1 will test messages, images, channels, and materials. Phase 2 will concentrate resources on what works best.

Phase	Focus
Phase 1: Test	Test persona-specific ads, messaging variants, channels, and materials. Evaluate which audiences, messages, and distribution methods generate the strongest response. Assess both digital performance and practical outreach feedback.
Phase 2: Invest	Concentrate budget and effort on the approaches that performed best in Phase 1. Increase spend on strong ads, expand successful creative, improve underperforming materials, and prioritize partner locations and channels with the highest impact.

The campaign will be reviewed on a regular basis so that adjustments can be made throughout the project. Applichat will assess both digital performance data and practical outreach feedback.

Digital Performance Indicators

- Number of people reached and impressions (Ad views)
- Clicks and click-through rate
- Video views
- Website traffic

Regular review will help ensure that budget and effort are directed toward the strategies most likely to increase awareness, applications, and enrollment.

Summary and Next Steps

This campaign will help West Volusia Hospital Authority reach eligible residents through clear, persona-based messaging and a coordinated mix of digital and community outreach. The campaign focuses on four priority audiences – Spanish-speaking residents, people experiencing homelessness, students and young adults, and older unemployed adults – each of whom may face different barriers to accessing healthcare and support services.

The campaign will be delivered in two phases. Phase 1 will test messaging, creative, outreach channels, and materials to identify the most effective approaches. Phase 2 will focus resources on the strategies that generate the strongest results. Performance will be reviewed throughout both phases to support ongoing optimization and increase awareness, inquiries, trust in WVHA, and HealthCard enrollment.

Before the campaign moves into active delivery, Applichat is seeking Board input on the overall campaign strategy, audience personas and messaging direction, sample ad templates included in the appendix, the proposed video production plan, and the recommended audience journey from first contact through HealthCard application and follow-up. Applichat welcomes any questions, suggested changes, or additional feedback before implementation proceeds.

Appendix

The sample ad templates below are general examples. Once the campaign personas are approved, the images and text will be adapted for each audience group, including Spanish-speaking residents, people experiencing homelessness, students, and older unemployed adults.




APPLY FOR YOUR HEALTHCARD IN 3 STEPS



- 1** Check if you're an eligible resident
- 2** Apply for your WVHA HealthCard
- 3** Access the care you need



Got questions?


 (386) 232-2055



**YOU'RE NOT ALONE.
WE'RE HERE TO HELP.**



**The WVHA Health Card
helps cover care for
eligible residents.**

 (386) 232-2055



THE WVHA HEALTH CARD HELPS COVER CARE FOR ELIGIBLE RESIDENTS.



**Reach out today
and get the
support you need.**

 **(386) 232-2055**



What is **WVHA** and **how can** **it help you?**

**If paying for healthcare has
been difficult, you may qualify
for the WVHA Health Card.**



APPLY FOR YOUR HEALTHCARD IN **3 STEPS**

1

Check if you're eligible


2

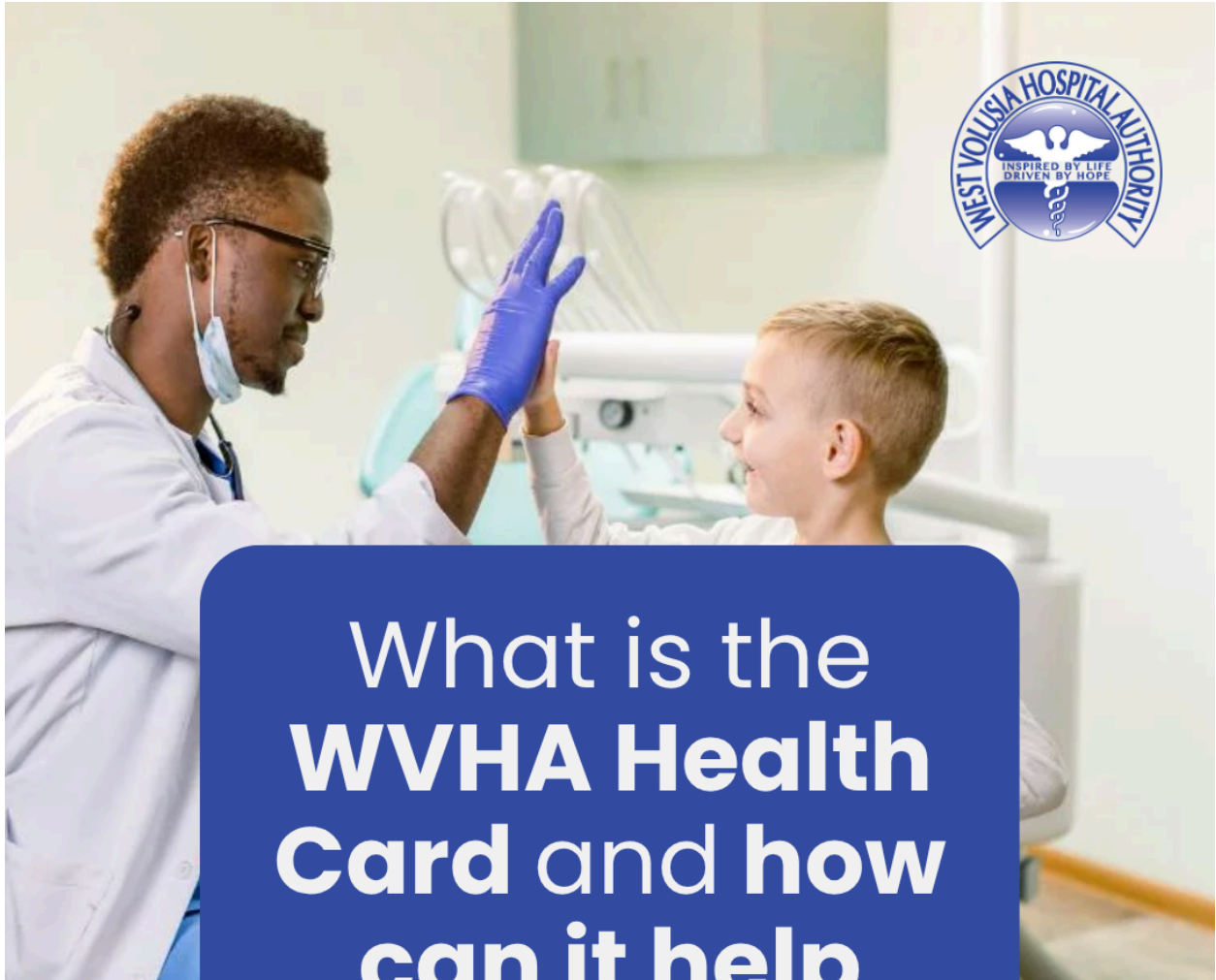
Apply for your WVHA HealthCard

3

Access the care you need

Got questions?

 (386) 232-2055



What is the **WVHA Health Card** and how can it help you?

**If you're struggling with healthcare expenses,
you may qualify for the WVHA Health Card.**

**CHECK
ELIGIBILITY**



**Find out
if you
qualify
for the
WVHA
Health
Card**





**YOU ARE NOT ALONE,
WE'RE HERE TO HELP.**

**Reach out today and get
the healthcare support
you need.**



What is WVHA and how can it help you?

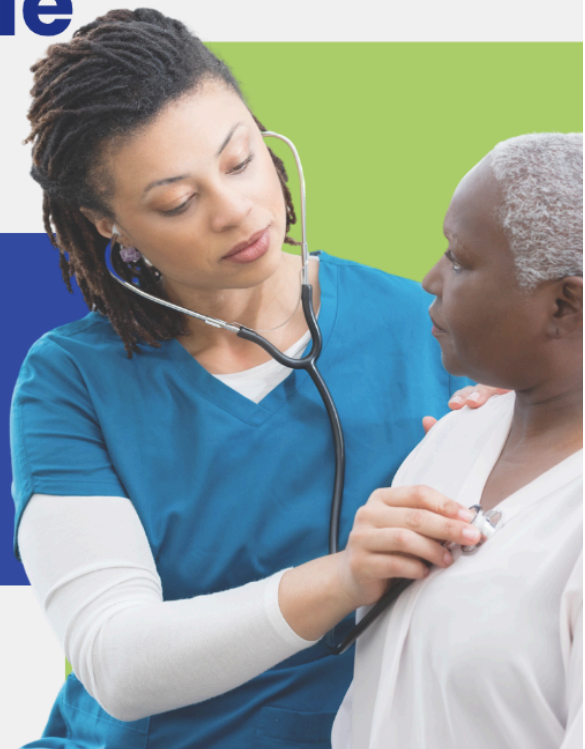
If paying for healthcare has been difficult, you may qualify for the WVHA Health Card.



**The WVHA
Health Card
helps cover
care for eligible
residents.**



**Start your
application
today.**





**Apply for your
HealthCard in
3 simple steps**



Click "Learn More"
for more info



NEED AFFORDABLE CARE IN WEST VOLUSIA?

**See if you qualify for the
WVHA Health Card**




WHAT IS **WVHA** AND HOW CAN IT HELP YOU?

A simple way to
access care for
those who qualify.



Area Type	Name	Location	Contact			
College	Stetson University	DeLand	(386) 822-7000 • Stetson University			
College	Daytona State College - DeLand Campus	DeLand	(386) 785-2000 • Daytona State College			
College	Daytona State College - Deltona Campus	Deltona	(386) 789-7300			
High School	DeLand High School	DeLand	(386) 822-6500 • School Website			
High School	Deltona High School	Deltona	(386) 575-4153 • School Website			
High School	Pine Ridge High School	Deltona	(386) 575-4195		(386) 575-4195	
High School	University High School	Orange City	(386) 968-0013 • University High School			
High School	Taylor Middle-High School	Pierson	(386) 749-1560 • Taylor Middle-High School			
Library	DeLand Regional Library	DeLand	(386) 822-6430 • Volusia Library System			
Library	Deltona Regional Library	Deltona	(386) 789-7207 • Volusia Library System			
Library	DeBary Public Library	DeBary	(386) 668-3835 • Volusia Library System			
Library	Lake Helen Public Library	Lake Helen	(386) 228-1152 • Volusia Library System			
Community Center	YMCA of Central Florida	DeLand	(386) 738-9622 • YMCA of Central Florida			
Student Area	Half Wall DeLand	DeLand	(386) 740-7720 • Half Wall DeLand			
Youth Organization	Boys & Girls Clubs of Volusia/Flagler Counties	DeLand	(386) 734-0555 • BGCVFC			
Community Center	Harris M Saxon Community Center and Park	Deltona	(386) 878-8930 • City of Deltona			
Community Resource Center	The Neighborhood Center of West Volusia	DeLand	(386) 734-8120 • Neighborhood Center of Wes			
Outreach / Community Services	West Volusia Dream Center	Orange City	(386) 218-6111 • West Volusia Dream Center			

Area Type	Name	 Location	Contact
Homeless Shelter / Resource Center	The Neighborhood Center of West Volusia	DeLand	(386) 734-8120 • Neighborhood Center of West Volusia
Homeless Outreach	West Volusia Dream Center	Orange City	(386) 218-6111 • West Volusia Dream Center
Crisis Shelter / Day Services	The Bridge	DeLand	City of DeLand: (386) 626-7000 • The Bridge Information
Homeless Shelter / Resource Center	Neighborhood Center of West Volusia	DeLand	(386) 734-8120 • Neighborhood Center of West Volusia
Homeless Outreach	West Volusia Dream Center	Orange City	(386) 218-6111 • West Volusia Dream Center
Crisis Shelter / Day Services	The Bridge	DeLand	(386) 626-7000 • City of DeLand - The Bridge
Public Library	DeLand Regional Library	DeLand	(386) 822-6430 • Volusia Library System
Public Library	Deltona Regional Library	Deltona	(386) 789-7207 • Volusia Library System
Transit Hub	Votran DeLand Transfer Plaza	DeLand	Votran
Thrift Store	Goodwill DeLand	DeLand	(386) 738-4559 • Goodwill Industries of Central Florida
Laundromat	Deltona Laundry Land	Deltona	Ask in person about poster approval
Dollar Store	Dollar Tree	Orange City	Ask store manager
Church Outreach Center	St. Barnabas Episcopal Church Outreach	DeLand	(386) 734-1814 • St. Barnabas Episcopal Church

Area Type	Name	Location	Contact
Career Center	CareerSource Flagler Volusia	Orange City	(386) 323-7050 • CareerSource Flagler Volusia
Career Center	CareerSource Flagler Volusia	DeLand	(386) 740-5100 • CareerSource Flagler Volusia
Community Resource Center	Neighborhood Center of West Volusia	DeLand	(386) 734-8120 • Neighborhood Center of West Volusia
Community Outreach	West Volusia Dream Center	Orange City	(386) 218-6111 • West Volusia Dream Center
Public Library	DeLand Regional Library	DeLand	(386) 822-6430 • Volusia Library System
Public Library	Deltona Regional Library	Deltona	(386) 789-7207 • Volusia Library System
Senior Services	Council on Aging of Volusia County	DeLand	(386) 253-4700 • Council on Aging of Volusia County
Food Pantry / Assistance	Salvation Army DeLand Corps	DeLand	(386) 736-2767 • The Salvation Army
Community Center	Deltona Community Center	Deltona	(386) 878-8900 • City of Deltona Parks & Recreation
Thrift Store	Goodwill DeLand	DeLand	(386) 738-4559 • Goodwill Industries of Central Florida

Area Type	Name	Location	Contact
Hispanic Organization	Volusia County Hispanic Association	Deltona	(386) 898-5230 • Volusia County Hispanic Association
Hispanic Chamber	Volusia Hispanic Chamber of Commerce	Orange City	No. TBC Volusia Hispanic Chamber of Commerce
Community Resource Center	Neighborhood Center of West Volusia	DeLand	(386) 734-8120 • Neighborhood Center of West Volusia
Community Outreach	West Volusia Dream Center	Orange City	(386) 218-6111 • West Volusia Dream Center
Mexican Restaurant	Mi Tierra Authentic Mexican Restaurant	Orange City	(386) 774-1438 • Mi Tierra Authentic Mexican Restaurant
Mexican Restaurant	LA CATRINA TAPATIA	DeBary	(386) 742-7308 • LA CATRINA TAPATIA
Mexican Grocery Store	Tlalchapa Tienda Mexicana	DeLand	(386) 734-3499
Mexican Grocery Store	Carnicería Tlalchapa 2	DeLand	(386) 279-7531
Hispanic Church	Santuario Las Escrituras	Lake Helen	(386) 272-2022 • Santuario Las Escrituras
Hispanic Church	Centro Cristiano De Dios	Orange City	(833) 754-2148
Mexican Restaurant	Garcia's Mexican Grill	Deltona	(386) 575-7447
Mexican Restaurant	El Taco Amigo	DeLand	(386) 736-1700
Latin Bakery	Mi Panadería Latina	Orange City	Ask in store about community posters
Hispanic Grocery Store	Bravo Supermarkets	Orange City	(386) 575-3937 • Bravo Supermarkets
International Grocery	Fancy Fruit & Produce	Deltona	(407) 732-6933 • Fancy Fruit & Produce
Catholic Church	Our Lady of the Lakes Catholic Church	Deltona	(386) 789-7291 • Our Lady of the Lakes Catholic Church
Catholic Church	St. Ann Catholic Church	DeBary	(386) 668-4440 • St. Ann Catholic Church
Soccer / Community Sports	Dewey O. Boster Sports Complex	Deltona	(386) 878-8900 • City of Deltona Parks & Recreation
ESL / Adult Education	Volusia County Schools Adult Education	DeLand	(386) 734-7190 ext. 20518 • Volusia Adult Education

WEST VOLUSIA HOSPITAL AUTHORITY

FINANCIAL STATEMENTS

APRIL 30, 2026



ACCOUNTANTS' COMPILATION REPORT

To the Board of Commissioners,
West Volusia Hospital Authority:

Management is responsible for the accompanying financial statements of West Volusia Hospital Authority (the Authority), which comprise the balance sheet – modified cash basis as of April 30, 2026, and the related statement of revenue and expenditures budget and actual – modified cash basis for the one month and year to date period then ended in accordance with accounting principles generally accepted in the United States of America. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the financial statements nor were we required to perform any procedures to verify the accuracy or the completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these financial statements.

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

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

DeLand, Florida
May 21, 2026

James Moore & Co., P.L.

**WEST VOLUSIA HOSPITAL AUTHORITY
BALANCE SHEET - MODIFIED CASH BASIS
APRIL 30, 2026**

ASSETS

Ameris Bank - operating	\$ 3,810,736
Ameris Bank - MM	10,871,278
Ameris Bank - payroll	63,418
Mainstreet Community Bank - EBMS operational escrow	200,000
Mainstreet Community Bank - MM	8,054,914
Surety Bank - MM	1,656,452
Prepaid items and deposits	2,000
Total Assets	<u><u>\$ 24,658,798</u></u>

FUND BALANCE

Total Fund Balance	<u><u>\$ 24,658,798</u></u>
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See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND SEVEN MONTHS ENDED APRIL 30, 2026

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Revenues					
Ad valorem taxes	\$ 450,065	\$ 18,208,592	\$ 19,200,000	\$ 991,408	95%
Interest income	42,260	397,380	400,000	2,620	99%
Other income	3,740	201,903	34,333	(167,570)	588%
Total revenues	<u>496,065</u>	<u>18,807,875</u>	<u>19,634,333</u>	<u>826,458</u>	96%
Expenditures					
Healthcare expenditures					
Statutorily Mandated Expenditures					
County Medicaid Tax	338,505	2,369,535	4,062,060	1,692,525	58%
H C R A - In County	1,934	27,766	400,000	372,234	7%
H C R A - Outside County	-	2,546	400,000	397,454	1%
Total Statutorily Mandated Expenditures	<u>340,439</u>	<u>2,399,847</u>	<u>4,862,060</u>	<u>2,462,213</u>	49%
All Other Healthcare Expenditures					
Specialty Care Services					
Specialty Care - ER	7,985	39,732			0%
Specialty Care - Non-ER	426,082	2,318,585			0%
Total Specialty Care Services	<u>434,067</u>	<u>2,358,317</u>	4,500,000	2,141,683	52%
Hospitals					
Halifax Hospital	226,016	729,767			0%
AdventHealth	202,739	1,186,792			0%
Total hospitals	<u>428,755</u>	<u>1,916,559</u>	3,200,000	1,283,441	60%
Primary Care	225,237	1,516,279	2,500,000	983,721	61%
Emergency Room Care	113,922	516,212	1,000,000	483,788	52%
Pharmacy	56,609	301,671	700,000	398,329	43%
SMA - Residential Treatment	-	-	550,000	550,000	0%
Rising Against All Odds	22,225	128,875	249,801	120,926	52%
Florida Dept of Health Dental Svcs	13,781	90,397	165,000	74,603	55%
SMA - Baker Act - Match	-	-	150,000	150,000	0%
The Neighborhood Center	9,547	67,719	125,000	57,281	54%
Hispanic Health Initiatives	8,450	39,400	100,000	60,600	39%
SMA - Psychiatric Outpatient	8,661	47,593	90,000	42,407	53%
Community Legal Services	8,809	44,488	88,500	44,012	50%
Life-Spire Community Services, Inc.	262	741	74,500	73,759	1%
The House Next Door	2,785	19,198	45,000	25,802	43%
Easterseals Northeast Central FL	-	-	15,000	15,000	0%
Other Healthcare Expenditures	-	-	218,607	218,607	0%
Total healthcare expenditures	<u>1,673,549</u>	<u>9,447,296</u>	<u>18,633,468</u>	<u>9,186,172</u>	51%
Personnel services					
Regular salaries and wages	5,964	41,567	71,564	29,997	58%
FICA	457	3,243	5,475	2,232	59%
Retirement	1,863	7,082	10,756	3,674	66%
Life and Health Insurance	1,000	6,876	12,000	5,124	57%
Workers Compensation Claims	738	4,559	25,000	20,441	18%
Total personnel services	<u>10,022</u>	<u>63,327</u>	<u>124,795</u>	<u>61,468</u>	51%

See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND SEVEN MONTHS ENDED APRIL 30, 2026

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Other expenditures					
Locally Mandated Fees					
Tax Collector & Appraiser Fee	9,001	526,319	650,000	123,681	81%
City of DeLand Tax Increment District	-	184,837	165,000	(19,837)	112%
Total Locally Mandated Fees	<u>9,001</u>	<u>711,156</u>	<u>815,000</u>	<u>103,844</u>	87%
TPA Services (EBMS)	34,458	252,183	500,000	247,817	50%
Application Screening - THND	37,084	221,649	445,008	223,359	50%
General Accounting - Recurring	10,000	50,000	119,658	69,658	42%
Building Repairs	6,164	41,503	100,000	58,497	42%
Application Screening - RAAO	9,408	41,088	97,742	56,654	42%
Legal Counsel	6,630	46,410	79,560	33,150	58%
Outside Legal Counsel	-	-			
Healthy Communities Kid Care Outreach	6,088	35,078	72,202	37,124	49%
Advertising	270	1,979	50,000	48,021	4%
Audit	-	22,500	22,500	-	100%
General Accounting - Nonrecurring	-	-	15,000	15,000	0%
Other Operating Expenditures	4,058	35,228	59,400	24,172	59%
Total other expenditures	<u>123,161</u>	<u>1,458,774</u>	<u>2,376,070</u>	<u>917,296</u>	61%
Total expenditures	<u>1,806,732</u>	<u>10,969,397</u>	<u>21,134,333</u>	<u>10,164,936</u>	52%
Excess (deficiency) of revenues over expenditures	<u>\$ (1,310,667)</u>	<u>\$ 7,838,478</u>	<u>\$ (1,500,000)</u>	<u>\$ (9,338,478)</u>	-523%

See accountants' compilation report.

LEGAL UPDATE MEMORANDUM

TO: WVHA Board of Commissioners
DATE: May 12, 2026
FROM: Theodore W. Small, Jr.
RE: West Volusia Hospital Authority – Update for May 21, 2026 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 April 16, 2026 Regular Meeting Minutes.

I. **Review and Consideration of Updates to *Select Internal Organizational Policies of the West Volusia Hospital Authority*** [Refer back to Legal Update Memorandum dated 10/15/2020, 11/10/2020, 4/06/2021 and 6/09/25 for additional background details.]

As a reminder, the below version of *Select Internal Organizational Policies of the West Volusia Hospital Authority* was adopted at the Board’s 6/17/2025 meeting. Counsel recommends that members of the Board discuss Counsel’s recommendations in italics and bold, talk about any other proposals and then include them all as a Discussion item for potential adoption at the June, 2026 Board meeting.

SELECT INTERNAL ORGANIZATIONAL POLICIES OF THE WEST VOLUSIA HOSPITAL AUTHORITY:

ORGANIZATION.

The Enabling Legislation, Section 2, Paragraph (3) provides that “The board of commissioners shall take office and organize at the first meeting in the month of January of each year by the election from among their number a chair, vice chair, secretary, treasurer, and such other officers as the board may deem necessary to accomplish the purpose of this act. All such officers shall serve for the year in which elected and until their successors are elected and installed.

-The Enabling Legislation, Section 1 provides that it is established for the public purpose “of, either directly or through third parties, providing access to healthcare for indigent residents of the district.”

QUORUM.

The Enabling Legislation, Section 3, Paragraph (3) provides that “Three of the [five] commissioners shall constitute a quorum, and a vote of at least two of the commissioners shall be necessary for the transaction of any business of the district.”

-The Florida Attorney General has opined that the physical presence of a quorum of commissioners is required in order for local governments to conduct official business unless the in-person requirement is waived by a specific statute or by an

executive order of the governor during a state of emergency.

-The Florida Attorney General has opined that when a quorum is physically present, an absent member may only participate via telephone conference or other interactive electronic technology when this means of participation is due to “extraordinary circumstances such as illness,” the public has been provided notice and a speaker phone or similar device is used to allow the absent member to hear and participate in discussions, and to be heard by other board members and the public.

RULES OF ESTABLISHING AGENDA.

- A. *The Agenda published online and included in the Board Meeting Packet should be described as the “Proposed Agenda” instead of “Agenda” so that members of the public are informed that the items listed are only proposed until the Proposed Agenda is approved by a majority vote of the board of commissioners at the beginning of each meeting. The Administrator shall first circulate a draft Proposed Agenda to the Chair, Attorney and Accountant and consider comments before publishing the Proposed Agenda.*
- B. *Agenda Items Placed by Commissioners: Items placed on the Board’s Draft Agenda by a Commissioner shall identify that Commissioner’s name in parenthesis.*

Current Policy

Motion 054 – 2021 Commissioner Coen motioned to identify the Commissioner who places any future agenda item on the agenda. Commissioner Craig seconded the motion. The motion passed unanimously.

RULES OF DEBATE.

A. *Obtaining the floor: Every Commissioner desiring to speak shall address the Chair and, upon recognition by the Chair, the recognized Commissioner shall confine comments to the question under debate, avoiding all personalities and indecorous language.*

B. *Interruptions: A Commissioner, once recognized, shall not be interrupted when speaking unless the Chair calls that Commissioner to order. If a Commissioner, while speaking, is called to order by the Chair, the Commissioner shall cease speaking until the question of order is determined and, if in order, shall be permitted to proceed.*

-*The Chair shall decide all questions of order; subject, however, to an appeal to the entire board of commissioners upon such questions, in which event a majority vote of the board of commissioners shall conclusively govern and determine such question of order.*

C. *General Time Limit for Agenda Items: Unless extended or otherwise limited by a majority vote of the board of commissioners, all Regular Meeting Agenda items (comments, reports, updates and discussion) shall be limited to 15 minutes.*

[Current Policy

Motion 052 – 2021 Commissioner Craig motioned to limit discussion items to 15 minutes of discussion. Commissioner Coen seconded the motion. The motion passed by a 4-1 vote, Commissioner Soukup opposing.]

RULES ON ELECTRONIC RECORDS RETENTION:

In order to comply with the Florida Public Records Law, any email, text message or social media post which involves WVHA official business and it is of a non-transitory nature, as explained above, must be preserved as a “public record” in accordance with the General Records Schedule. Board members, funded or contracted agencies and

contracted professionals are hereby strongly discouraged from using personal email accounts, cell phones and social media to conduct official WVHA business unless it is only “transitory”. Effective as soon as such accounts are generated by WVHA’s contracted Public Records Custodian and technical access is made available, Board members and contracted professionals are expected to utilize email accounts on the westvolusiahospitalauthority.org domain for purposes of sending and receiving emails to conduct WVHA official business. When it is necessary to utilize personal accounts or social media because the matter is time sensitive, individuals are encouraged to forward the email to Ms. Tebo (stebo@westvolusiahospitalauthority.org) for preservation in accordance with the General Records Schedule. If there is any question at all in the Board members’, funded or contracted agent’s mind about whether the email, text message or social media is a public record, the question should be discussed with Ms. Tebo who shall consult with State officials to determine the appropriate retention schedule. If the person communicating about WVHA business on non-WVHA email accounts, telephones or social media is not able to save those messages on their company or personal computer or phone equipment, they should contact Ms. Tebo, which is WVHA’s designated Public Records Custodian to make arrangements for forwarding them to Ms. Tebo for their proper preservation.

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

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

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

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

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

The Sunshine Law also prohibits nonmembers (staff, lawyers, accountants, other contracted professionals, staff of funded agencies and members of the public) from telling

one Board member what other Board members are thinking or saying about matters likely to come before the Board, including on matters of governance or upcoming elections.