West Volusia Hospital Authority
BOARD OF COMMISSIONERS REGULAR MEETING
October 15, 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 – Approval of Minutes
    1. Tentative Budget Hearing held September 10, 2026
    2. Final Budget Hearing held September 24, 2026
5. Citizens Comments – Comments are limited to three minutes per speaker.
6. Reporting Agenda
    A. EBMS September Report – Written Submission
    B. WVHA miCare Clinic DeLand/Deltona September Report – Practice Manager Gretchen Soto and Bill Dembereckyj, Imagine360 CFO
        1. WVHA miCare Clinic DeLand/Deltona 4th Quarter Report
    C. The House Next Door September Application Processing Report
    D. True Health September Report
7. Discussion Items
    A. Contractual Site Visit Review Write Ups FYE 2026
        1. Community Legal Services of Mid-Florida – Medical-Legal Partnership
        2. Florida Department of Health – Dental Care Services Program
        3. The House Next Door – Mental Health Counseling Program
        4. The House Next Door – HealthCard Program
        5. The Neighborhood Center – Access to Care Program
        6. Hispanic Health Initiative – Taking Care of My Health Program
        7. SMA Healthcare, Inc. – Baker Act Program
    B. miCare October Submission
        1. Text Messaging
        2. Clinic Operations
        3. Imagine360 Foundation Donation
        4. Telemedicine
        5. Pharmacy Proposal
    C. Applichat Public Awareness & Outreach Update
        1. Review of Poster and Flyer
        2. Final Report
    D. Directions to Attorney Small Relating to His Counsel on Amendment 3 and Other Matters (Commissioner Moore)
    E. Revised First Amendment to True Health Funding Agreement Making 3 Changes to Referenced "Exhibit A"
8. Administrator Report
9. Finance Report
    A. September Financials
    B. Approval of Disbursements – Check Register & Estimated Expenditures
10. Legal Update
11. Upcoming – Regular Meeting on November 19, 2026
12. Adjournment

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

WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS
TENTATIVE BUDGET HEARING

Sanborn Center
815 S. Alabama Avenue, DeLand, FL
September 10, 2026
5:05 PM

Board Members in Attendance:
Commissioner Jennifer Coen
Commissioner Judy Craig
Commissioner Rakeem Ford
Commissioner Voloria Manning
Commissioner Jennifer Moore

Others Present:
Accountant for the Authority: Webb Shephard, CPA of James Moore & Company
Attorney for the Authority: Theodore Small, Law Office of Theodore W. Small, P.A.
WVHA Administrator Stacy Tebo
Bill Dembereckyj, Imagine360 CFO

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 5:05 p.m. The meeting was opened with The Pledge of Allegiance.

Chair Ford stated that they had a quorum of five commissioners present. He provided an overview for the hearing and explained the tentative rate, public participation process, and limits on increasing the rate at the final hearing.

Discussion of the Percentage Increase or Decrease in Millage, if any, Over the Rolled-Back Rate Necessary to Fund the Budget

Mr. Shephard provided his standard opening budget comments and asked the Board if they had any discussion regarding the millage rate. He stated it is currently at the rolled-back rate of 0.9575; that Commissioner Coen asked for some updated amounts in Option C of the working budget, which is still at the rolled-back rate; that the only difference is a couple $100,000 in some of the expenditures as compared to Option B, which is the column that was discussed at the August meeting; that Option A is the original version he prepared before the last Board meeting; and that he highlighted the changes in orange font.

There was no commissioner discussion regarding a desired change to the rolled-back rate.

Chair Ford asked the audience if anyone had comments regarding the millage rate, and there were none.

Chair Ford read aloud the Tentative Millage Rate Resolution 2026-002 in full and announced that the rolled-back rate shall be 0.9575 mills, and the increase above the rolled-back rate shall be 0%.

Motion 064-2026 Commissioner Craig moved to adopt Resolution 2026-002 as read. Commissioner Manning 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

Discussion of the Tentative Budget

Public Comment

David Markle addressed the Board.

Commissioner Discussion

Commissioner Coen asked for clarity regarding the reduction to the primary care budget and the potential consequences of the decision to cut $300,000. She added that she thought the proposed amount for specialty care is spot on after reviewing the expenses for the prior and current years, with the current year expected to close out under budget due to the monitoring efforts around specialty referrals. She said she was torn on the hospital line item with a requested $400,000 increase, as the current year's utilization appears it would be $3.6 million without the cap of $3.2 million.

Bill Dembereckyj, Imagine360 CFO, stated that the latest clinic data shows the current utilization at the clinic is about 77 to 80% of capacity, meaning there's 20% of capacity that is available to service other people; that he is proposing to lower the administrative fees charged to manage the clinic by about $15 per member per month, so it comes out to about $300,000 or 10% of the cost of the clinic; that they have other clients in the area that could take advantage of the clinic by making it available to them; that they would limit capacity to 10% so it is not squeezing out any of the WVHA health card members; that Imagine360 would take the risk of the other clients not utilizing the clinic; that WVHA would still benefit with the full $300,000 in savings; that to the extent their clients are willing to participate and utilize the clinic, then that would offset any cost to Imagine360; that it would not compromise any services to the health card members that they are currently receiving; that it would be a convenience to the Imagine360 members and their families who live in Volusia County to take advantage of primary care at the clinic for which their employer would be paying a fee to access the 10% utilization on behalf of their employees; that to the extent Imagine360 finds that utilization on behalf of the clients is creeping up more than 10%, he would come to the Board to decide what to do with that; that if utilization by WVHA card members pushes up above 80% into 90%, they would be given priority; that Imagine360 just needs the Board's permission to make the available capacity accessible to their clients who can utilize it; and that it would be a test program for the upcoming fiscal year, and then they would evaluate if it worked.

Commissioner Craig asked for clarification that a budget of $2.2 million means that WVHA patients will still have the 80% capacity to utilize the clinic as they have in the past. She stated her understanding was that Imagine360 would bring in 500 patients who are under another program with Imagine360; that WVHA would be getting a discount because they are allowing the use of the facility to take care of those patients; and that Imagine360 is giving WVHA $300,000 for the 500 potential patients that could use the 10% available capacity.

Mr. Dembereckyj confirmed Commissioner Craig's understanding was correct.

Commissioner Craig said she previously asked for an outline of the primary care line item with a breakdown into categories.

Mr. Dembereckyj said that they provide WVHA accountants with a detailed breakdown of salaries, rent, utilities, and supplies, and it is available for review.

Commissioner Craig requested that an outline be provided to the commissioners.

Commissioner Manning asked if the current miCare employees would be kept and voiced concern about people losing their job.

Mr. Dembereckyj responded that medical and nursing staff would be compressed in the consolidation, and some of the staff would be retained. He added that nurses would not have a problem finding other employment.

Commissioner Moore stated that she could not stop thinking about the number of health card members lost in the last year, and if WVHA continues to lose members, then that means the cost per patient is going to increase without any reduction in cost.

Mr. Dembereckyj said he had a question for the Board and wondered if they expected further decline in membership. He said that he sees Americans getting older, sicker, and needing more care. He stated there are two fundamental issues; that one is getting more community members to take advantage of the program and stop the downward trend; that at the last meeting he talked about $100,000 coming out of their foundation, and it might be used to help broaden awareness of the health card program; that the second issue is costs; that if membership is going down, maybe Imagine360 can come to the Board quarterly to discuss how to lower costs; that they could potentially open up more of the clinic hours to other clients to the extent there's utilization and there's a desire; and that another alternative is to ratchet back costs by offering fewer hours or less services.

Commissioner Moore relayed an exchange she had with two health card members that were upset they would not have the Deltona clinic available to them. She said they were unaware of the other healthcare options and did not recall seeing signage or receiving text messages. She added that she contacted miCare regarding the patients' concerns, and they sent her photos of the clinic signage, which did not mention patients could be seen two miles away at True Health.

Mr. Dembereckyj said his understanding was that the moment Laura Rookhuizen and the team became aware of the signage, the issue was corrected. He added that a few months back, there was a communication plan that was presented to the Board. He noted it can be hard to connect with everyone, and they try as best as they can. He committed that the moment anything like that comes up, they will act to fix it quickly.

Commissioner Craig said that she also received phone calls from patients who were having a hard time with the transition. She said True Health had dropped their brochures in the Deltona clinic, but there were none there when they went back; that the clinic receptionist knew nothing about them; that True Health brought further communication and brochures because the first batch did not have the Enterprise address listed, and she asked them to be displayed in Deltona and DeLand; and that one Deltona patient has an illness that makes it painful to drive more than a mile or two, and he did not receive communication about True Health.

Commissioner Coen said that it is a transition, and everyone needs to step up and take responsibility. She said her understanding was that the first set of True Health brochures had a QR code but not a physical address for their location, which created confusion.

Attorney Small said that when Imagine360 speaks about clinic capacity, it is important to distinguish between physical infrastructure and personnel or staffing.

Commissioner Coen thanked Mr. Dembereckyj and said she agreed with the other commissioners on the amount budgeted for primary care.

Mr. Shephard asked if the $300,000 savings represent a reduction in the admin fee and the health management fee. Mr. Dembereckyj answered yes.

Commissioner Coen stated that they spent $650,000 in the pharmacy budget last year; that the current year's budget would be underutilized by 11%; that the clinic is doing a good job managing the expense; that she initially asked for a decrease of $50,000; and that she was willing to meet in the middle by going with a $37,000 decrease.

Mr. Dembereckyj said that the projections for cost assume a static rate of membership. He added that he was looking at options for making prescriptions more accessible through pickup at local pharmacies.

Commissioner Manning noted that a couple of people contacted her about their health card not being accepted at local pharmacies, and it is a problem when people get discharged from the hospital and are unable to get their medication.

Mr. Dembereckyj said that they work with a mail order provider, which requires time for the drugs to arrive; that some drugs require refrigeration and cannot sit in a mailbox; that hospitals can do an emergency fill for patients being discharged, and they can help communicate that; that he would like to see a benefit for the members to go to any pharmacy they like; and that it is his goal to bring that to fruition without increasing the costs for WVHA.

Commissioner Moore said it was an excellent suggestion and asked him to bring back the costs for that and as well as the cost for providing patient transportation to the DeLand clinic.

Commissioner Coen said that she has heard commissioners talk about not raising taxes, and the plan for not raising them is to freeze new spending. She outlined the agencies requesting increases and said if they allow expenses to grow unchecked every year, they will have to raise taxes. She said the agencies can come back to the Board to request more funding if it is exhausted before the end of the fiscal year, and a blanket approach to approving all new funding requests is unsustainable.

Commissioner Manning noted that they agreed to Option B at the last meeting, and if the agencies do not use the budgeted money, it stays there.

Chair Ford stated that he agreed to Option B and compromised at the August meeting regarding the Levi Long Sickle Cell Association; that they agreed to increase the advertising budget to $50,000, where they can use that funding to roadmap what happens in November; that if Amendment 3 passes, they can work on a strategy for communicating what is going to happen to the WVHA; that if the ballot measure does not pass, they can use advertising funds to increase membership; that 15,000 to 20,000 people have seen the social media advertisements through Applichat, bringing in seven new health card members; that he believes as people see WVHA information more and more, it will spur them to find out if they qualify for the program; that he

anticipates an uptick in health card membership due to the outreach and awareness campaign; that he understands the comments related to the Levi Long Sickle Cell Association; that he also heard other comments suggesting that they need to see what happens in November; and that based on his earlier agreement with the Board, he is in favor of Option B.

Publicly read in full the tentative Budget Resolution 2026-003

Chair Ford read Resolution 2026-003 aloud adopting a tentative budget of $21,418,500 for fiscal year 2026-2027 and entertained a motion for approval.

Motion 065-2026 Commissioner Manning moved to adopt Resolution 2026-003 setting a tentative budget of $21,418,500 for fiscal year 2026-2027. Commissioner Craig seconded the motion. The motion passed 4-1.

Roll Call:

Commissioner Coen	No
Commissioner Craig	Yes
Commissioner Manning	Yes
Commissioner Moore	Yes
Chair Ford	Yes

Set Date of Public Hearing to Adopt Final Millage Rate and Budget (must be within 2-5 days of public notice). The date proposed for this final hearing is Thursday, September 24, 2026 at 5:05 p.m.

Set Date for Publication of Notice. The date proposed for this publication is September 21, 2026. Publicly read Resolution for Publication 2026-004.

Chair Ford read Resolution 2026-004 aloud and entertained a motion for approval.

Motion 066-2026 Commissioner Craig moved to adopt Resolution 2026-004 setting the date of September 21, 2026 for the publication of notice of the final public hearing. Commissioner Moore 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

Adjournment

There being no further business to come before the Board, the meeting was adjourned at 6:37 p.m.

Rakeem Ford, Chair

WEST VOLUSIA HOSPITAL AUTHORITY
BOARD OF COMMISSIONERS
FINAL BUDGET HEARING

Sanborn Center
815 S. Alabama Avenue, DeLand, FL
September 24, 2026
5:05 PM

Board Members in Attendance:
Commissioner Jennifer Coen
Commissioner Judy Craig
Commissioner Rakeem Ford
Commissioner Voloria Manning
Commissioner Jennifer Moore

Others Present:
Accountant for the Authority: Webb Shephard, CPA of James Moore & Company
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 5:05 p.m. The meeting was opened with The Pledge of Allegiance.

Chair Ford stated that they had a quorum of five commissioners present. He provided an overview for the final hearing and public participation process.

Discussion of the Tentatively Adopted Millage Rate

Public Comment Regarding Proposed Ad Valorem Tax Revenues and Millage

Tanner Andrews addressed the Board.

Commissioner Discussion

Chair Ford noted that the tentative rate adopted is the rolled-back rate of 0.9575.

Commissioner Coen pointed out that the hospital line item was reduced from $3.6 to $3.2 million.

There was no commissioner discussion regarding a desired change to the tentative rate.

Attorney Small read the public announcement that the Board of Commissioners of the West Volusia Hospital Authority hereby announces that the final millage rate of 0.9575 mills equals the rolled-back rate of 0.9575 mills, thereby increasing the proposed taxes of the West Volusia Hospital Authority zero percent for the fiscal year 2026 2027.

Chair Ford read aloud the Final Millage Rate Resolution 2026-005 in full and announced that the rolled-back rate shall be 0.9575 mills, and the increase above the rolled-back rate shall be zero percent.

Motion 067-2026 Commissioner Craig moved to adopt Resolution 2026-005 as read. Commissioner Moore 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

Discussion of the Tentatively Adopted Budget of $21,418,500

Mr. Shephard pointed out that the proposed budget was reduced by $400,000 to $21,018,500.

Public Comment Regarding the Proposed Budget

Tanner Andrews addressed the Board.

Commissioner Discussion

Commissioner Coen said she was thankful for the reduction in the hospital budget, but she would not be voting in favor of the proposed expenditures. She stated that they are in turbulent times, and despite all of the great reductions made, they have allowed other expenditures to creep up at a time when they are in dire straits and should watch every dollar; that the Board should not target one agency, and she is making a stand; that the Board should decide on their priorities for next year should the tax cut happen; that her own priority is not targeting the clinic management, and for that reason she would be voting no.

Chair Ford read Resolution 2026-006 aloud in full adopting a final budget of $21,018,500 for fiscal year 2026-2027 and entertained a motion for approval.

Motion 068-2026 Commissioner Craig moved to adopt Resolution 2026-006 setting a final budget of $21,018,500 for fiscal year 2026-2027. Commissioner Manning seconded the motion. The motion passed 4-1.

Roll Call:

Commissioner Coen	No
Commissioner Craig	Yes
Commissioner Manning	Yes
Commissioner Moore	Yes
Chair Ford	Yes

Adjournment

There being no further business to come before the Board, the hearing was adjourned at 5:22 p.m.

Rakeem Ford, Chair

EBMS

September 2026

Submission Report for

WVHA Board Members

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Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 9/1/2026 to 9/30/2026
Location: All
Department: All
Benefit Plan: All
TIN: All

Plan Experience Summary

Claim Counts 9832

Claim Type	Total Paid	Per EE/Mo
Medical	$784,536	$553
Professional	$347,436	$245
Facility	$437,074	$308
Other	$26	$0
RX	$0	$0
Total Plan Paid:	$784,536	$553

Cash Flow Summary

Charges	$13,945,801
less Disallowed	$13,158,510
Allowed	$787,291
less Member	$13,095
less Adjustments	-$10,339
Paid Benefit	$784,536
plus Admin Costs	$374,057
Total Plan Paid:	$1,158,592

Disallowed Charges by Category

Disallowed Category	Amount	% of Gross
Addl Info Not Provided	$29,629	0.21%
Dependent Ineligible	$1,046,817	7.51%
Duplicate Charges	$407,769	2.92%
Plan Limitations	$6,239,966	44.74%
Cost Savings	$5,312,419	38.09%
UCR Reductions	$4,105	0.03%
Other	$117,806	0.84%
Total:	$13,158,510	94.35%

Census

Census Date: 9/30/2026	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
0 to 19	43	26	69	0	0	0	0	69	0	0
20 to 25	37	34	71	0	0	0	0	71	0	0
26 to 29	35	29	64	0	0	0	0	64	0	0
30 to 39	108	104	212	0	0	0	0	212	0	0
40 to 49	148	186	334	0	0	0	0	334	0	0
50 to 59	172	235	407	0	0	0	0	407	0	0
60 to 64	76	100	176	0	0	0	0	176	0	0
65 and Older	34	52	86	0	0	0	0	86	0	0
Totals	653	766	1419	0	0	0	0	1419	0	0
Average Age	44.71	47.79	46.37	0.00	0.00	0.00	0.00	46.37	0.00	0.00

Top Paid

Name	Claim Count	Paid
Adventhealth Deland	185	$195,769
Adventhealth Fish	153	$92,020
Medical Center Of Deltona	24	$66,462
Florida Cancer Specialists	123	$44,750
Quest Diagnostics Tampa	505	$33,309
Halifax Hospital Medical	19	$29,791
06 Radiology Associates	161	$18,718
CEN FL Cardiovascular	2	$16,749
Adventhealth Deland	165	$12,994
Florida Eye Surgeons And	74	$12,093

Plan Payment by Age & Claimant Type

Census Date: 9/30/2026	Employee	Spouse	Dependent
0 to 19	$6,609	$0	$0
20 to 25	$20,877	$0	$0
26 to 29	$6,514	$0	$0
30 to 39	$133,118	$0	$0
40 to 49	$124,585	$0	$0
50 to 59	$204,617	$0	$0
60 to 64	$146,719	$0	$0
65 and Older	$141,496	$0	$0
Totals	$784,536	$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
May 26	$1,077,767
June 26	$787,047
July 26	$975,942
August 26	$0
September 26	$784,536
Total:	$8,209,149

Average Lag & Average Spend (rolling 12 months)

Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
Medical	$22,553	49	$1,105,097
RX	$0	142	$0
Total:			$1,105,097

Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 9/1/2026 to 9/30/2026
Location: All
Department: All
Benefit Plan: All
TIN: All

Benefit Analysis

Benefit Category	Line Counts	Charges	Disallowed	Allowed	Member	Adjustments	Plan Paid	% of Total
AMBULANCE	13	$5,985	$5,985	$0	$0	$0	$0	0.00%
ANESTHESIA	64	$119,976	$110,000	$9,976	$0	$0	$9,976	1.27%
CHIROPRACTIC	8	$1,100	$1,100	$0	$0	$0	$0	0.00%
DIALYSIS	167	$2,732,303	$2,703,274	$29,029	$0	$0	$29,029	3.70%
DME/APPLIANCE	6	$1,943	$1,943	$0	$0	$0	$0	0.00%
EMERG ROOM CHRGS	661	$1,983,885	$1,863,493	$120,392	$3,300	$0	$117,092	14.92%
INELIGIBLE	550	$280,902	$280,385	$517	$0	$0	$517	0.07%
INPATIENT PHYS	504	$218,977	$204,452	$14,524	$0	$0	$14,524	1.85%
IP HOSP CHARGES	157	$5,309,270	$5,142,810	$166,460	$800	$0	$165,660	21.12%
MATERNITY	3	$9,017	$9,017	$0	$0	$0	$0	0.00%
MEDICAL MISC	75	$20,430	$18,802	$1,629	$330	$0	$1,299	0.17%
OFFICE VISIT	1026	$211,158	$151,618	$59,540	$4,420	$0	$55,120	7.03%
OP PHYSICIAN	313	$178,432	$131,615	$46,817	$356	$0	$46,462	5.92%
OTHER	216	$188	$188	$0	$0	-$10,339	$10,339	1.32%
OUTPAT HOSP	13	$118,497	$113,363	$5,134	$50	$0	$5,084	0.65%
PSYCHIATRIC	104	$20,992	$11,190	$9,802	$375	$0	$9,428	1.20%
RADIATION /CHEMO	98	$423,689	$369,421	$54,268	$4	$0	$54,264	6.92%
SUBS ABUSE	20	$11,737	$11,737	$0	$0	$0	$0	0.00%
SURG FACILITY	88	$1,010,311	$914,766	$95,545	$1,250	$0	$94,295	12.02%
SURGERY	186	$22,820	$17,016	$5,805	$0	$0	$5,805	0.74%
SURGERY IP	11	$13,953	$10,150	$3,803	$0	$0	$3,803	0.48%
SURGERY OP	49	$87,123	$72,671	$14,452	$0	$0	$14,452	1.84%
THERAPY	387	$39,326	$25,987	$13,339	$1,230	$0	$12,109	1.54%
URGENT CARE	10	$2,889	$2,147	$741	$125	$0	$616	0.08%
WELLNESS	912	$95,733	$78,753	$16,980	$0	$0	$16,980	2.16%
XRAY/ LAB	4537	$1,025,166	$906,629	$118,537	$856	$0	$117,681	15.00%
Totals:	10178	$13,945,801	$13,158,510	$787,291	$13,095	-$10,339	$784,536	

miBenefits Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2025 to 9/30/2026
Location: All
Department: All
Benefit Plan: All
TIN: All

Plan Experience Summary

Claim Counts 84677

Claim Type	Total Paid	Per EE/Mo
Medical	$8,209,149	$482
Professional	$3,320,130	$195
Facility	$4,888,993	$287
Other	$26	$0
RX	$0	$0
Total Plan Paid:	$8,209,149	$482

Cash Flow Summary

Charges	$92,297,875
less Disallowed	$83,965,422
Allowed	$8,332,453
less Member	$123,661
less Adjustments	-$390
Paid Benefit	$8,209,149
plus Admin Costs	$4,095,751
Total Plan Paid:	$12,304,900

Disallowed Charges by Category

Disallowed Category	Amount	% of Gross
Addl Info Not Provided	$488,274	0.53%
Dependent Ineligible	$1,181,076	1.28%
Duplicate Charges	$3,593,378	3.89%
Not Medically...	$500	0.00%
Plan Limitations	$26,203,965	28.39%
Cost Savings	$51,699,759	56.01%
UCR Reductions	$21,228	0.02%
Other	$777,242	0.84%
Total:	$83,965,422	90.97%

Census

Census Date: 9/30/2026	Male Emp	Female Emp	Total Employees	Male Spouse	Female Spouse	Male Dep	Female Dep	Total Medical	Total Dental	Total Vision
0 to 19	43	26	69	0	0	0	0	69	0	0
20 to 25	37	34	71	0	0	0	0	71	0	0
26 to 29	35	29	64	0	0	0	0	64	0	0
30 to 39	108	104	212	0	0	0	0	212	0	0
40 to 49	148	186	334	0	0	0	0	334	0	0
50 to 59	172	235	407	0	0	0	0	407	0	0
60 to 64	76	100	176	0	0	0	0	176	0	0
65 and Older	34	52	86	0	0	0	0	86	0	0
Totals	653	766	1419	0	0	0	0	1419	0	0
Average Age	44.71	47.79	46.37	0.00	0.00	0.00	0.00	46.37	0.00	0.00

Top Paid

Name	Claim Count	Paid
Adventhealth Deland	1232	$1,724,112
Adventhealth Fish	1011	$864,731
Halifax Hospital Medical	118	$815,673
Florida Cancer Specialists	1040	$778,700
Deland Dialysis	561	$547,829
Medical Center Of Deltona	175	$546,346
Quest Diagnostics Tampa	4191	$281,433
06 Radiology Associates	1281	$154,865
Adventhealth Deland	1210	$119,605
Shands UF	15	$89,825

Plan Payment by Age & Claimant Type

Census Date: 9/30/2026	Employee	Spouse	Dependent
0 to 19	$38,241	$0	$0
20 to 25	$127,677	$0	$0
26 to 29	$146,087	$0	$0
30 to 39	$795,386	$0	$0
40 to 49	$1,419,795	$0	$0
50 to 59	$2,746,588	$0	$0
60 to 64	$1,947,894	$0	$0
65 and Older	$987,481	$0	$0
Totals	$8,209,149	$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
May 26	$1,077,767
June 26	$787,047
July 26	$975,942
August 26	$0
September 26	$784,536
Total:	$8,209,149

Average Lag & Average Spend (rolling 12 months)

Product	Avg Paid per Day	Avg Lag Days	Lag Dollars
Medical	$22,553	49	$1,105,097
RX	$0	142	$0
Total:			$1,105,097

Executive Summary for 00532

Client: West Volusia Hospital Authority
Paid Dates: 10/1/2025 to 9/30/2026
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	3	$1,626	$1,094	$532	$20	$0	$512	0.01%
ALTERNATE MED	6	$600	$600	$0	$0	$0	$0	0.00%
AMBULANCE	46	$22,166	$22,166	$0	$0	$0	$0	0.00%
ANESTHESIA	592	$1,137,051	$980,886	$156,165	$0	$0	$156,165	1.90%
CHIROPRACTIC	242	$23,567	$18,589	$4,977	$760	$0	$4,217	0.05%
DENTAL	1	$0	$0	$0	$0	$0	$0	0.00%
DIALYSIS	1068	$20,843,181	$20,082,633	$760,548	$0	$0	$760,548	9.26%
DME/APPLIANCE	89	$51,112	$51,112	$0	$0	$0	$0	0.00%
EMERG ROOM CHRGS	5151	$12,524,481	$11,455,075	$1,069,406	$32,872	$0	$1,036,535	12.63%
HOME HEALTH CARE	3	$920	$920	$0	$0	$0	$0	0.00%
HOSPICE CARE	16	$40,049	$40,049	$0	$0	$0	$0	0.00%
INELIGIBLE	5620	$2,974,247	$2,970,557	$3,690	$0	$0	$3,690	0.04%
INPATIENT PHYS	3233	$1,089,077	$929,325	$159,753	$0	$0	$159,753	1.95%
IP HOSP CHARGES	965	$27,424,352	$25,557,478	$1,866,874	$9,600	$0	$1,857,274	22.62%
MATERNITY	89	$63,278	$59,863	$3,415	$0	$0	$3,415	0.04%
MEDICAL MISC	531	$251,156	$221,353	$29,804	$2,085	$0	$27,719	0.34%
OFFICE VISIT	9294	$1,529,498	$1,088,460	$441,038	$36,342	$0	$404,696	4.93%
OP PHYSICIAN	2385	$1,178,120	$865,068	$313,052	$2,347	$0	$310,705	3.78%
OTHER	2277	$39,696	$34,086	$5,609	$0	-$390	$6,000	0.07%
OUTPAT HOSP	247	$856,734	$766,319	$90,415	$3,598	$0	$86,817	1.06%
PSYCHIATRIC	1242	$537,876	$411,780	$126,096	$4,060	$0	$122,036	1.49%
RADIATION /CHEMO	1239	$3,130,237	$2,436,379	$693,858	$112	$0	$693,746	8.45%
SKILLED NURSING	3	$24,467	$24,467	$0	$0	$0	$0	0.00%
SLEEP DISORDER	38	$3,104	$3,104	$0	$0	$0	$0	0.00%
SUBS ABUSE	95	$145,555	$129,451	$16,104	$0	$0	$16,104	0.20%
SURG FACILITY	790	$7,665,975	$6,784,264	$881,711	$12,775	$0	$868,936	10.58%
SURGERY	2009	$423,062	$344,391	$78,672	$0	$0	$78,672	0.96%
SURGERY IP	250	$419,418	$325,694	$93,724	$0	$0	$93,724	1.14%
SURGERY OP	426	$516,488	$388,168	$128,320	$0	$0	$128,320	1.56%
TELEMEDICINE	1	$47	$47	$0	$0	$0	$0	0.00%
THERAPY	2975	$316,565	$224,748	$91,817	$8,360	$0	$83,423	1.02%
URGENT CARE	136	$27,765	$20,271	$7,494	$1,387	$0	$6,107	0.07%
VISION	3	$274	$274	$0	$0	$0	$0	0.00%
WELLNESS	7811	$698,727	$577,332	$121,396	$0	$0	$121,396	1.48%
XRAY/ LAB	37274	$8,337,404	$7,149,420	$1,187,984	$9,344	$0	$1,178,640	14.36%
Totals:	86150	$92,297,875	$83,965,422	$8,332,453	$123,661	-$390	$8,209,149	

PCORI Membership Count

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	1508	0	1508
2/1/2026	1470	0	1470
3/1/2026	1441	0	1441
4/1/2026	1417	0	1417
5/1/2026	1419	0	1419
6/1/2026	1436	0	1436
7/1/2026	1467	0	1467
8/1/2026	1494	0	1494
9/1/2026	1500	0	1500

Total Member Days
1,486.42

Enrollment Counts by City and State

Block of Business ID: EBMSI
Client ID: 00532

As Of Date: 9/30/2026

City, State	Employee Count	Dependent Count	Total Count
Barberville, FL	1	0	1
Cassadaga, FL	1	0	1
De Leon Springs, FL	108	0	108
Debary, FL	30	0	30
Deland, FL	723	0	723
Deltona, FL	329	0	329
Lake Helen, FL	11	0	11
Orange City, FL	79	0	79
Osteen, FL	8	0	8
Pierson, FL	93	0	93
Seville, FL	36	0	36
Total	**1419**	**0**	**1419**

Tier Census by Product 9/1/2026

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	1404	638	766	0	0	0	0	1404
		Subtotal for Active:	1404	638	766	0	0	0	0	1404
		Total for Medical:	1404	638	766	0	0	0	0	1404

Tier Census by Product 9/15/2026

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	1383	628	755	0	0	0	0	1383
		Subtotal for Active:	1383	628	755	0	0	0	0	1383
		Total for Medical:	1383	628	755	0	0	0	0	1383

Tier Census by Product 9/30/2026

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	1419	653	766	0	0	0	0	1419
		Subtotal for Active:	1419	653	766	0	0	0	0	1419
		Total for Medical:	1419	653	766	0	0	0	0	1419

Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 9/1/2026 to 9/30/2026

		Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	
00532-West Volusia Hospital Authority									
AMBULANCE	13	5,985.00	5,985.00	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	64	119,976.20	16,141.00	93,858.95	9,976.25	0.00	0.00	9,976.25	1.27%
CHIROPRACTIC	8	1,100.00	1,100.00	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	167	2,732,302.77	205,226.94	2,498,046.68	29,029.15	0.00	0.00	29,029.15	3.70%
DME/APPLIANCE	6	1,943.04	1,943.04	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	661	1,983,885.09	286,228.85	1,577,264.45	120,391.79	3,300.00	0.00	117,091.79	14.92%
INELIGIBLE	550	280,901.84	277,171.96	3,212.79	517.09	0.00	0.00	517.09	0.07%
INPATIENT PHYS	504	218,976.69	162,898.58	41,553.80	14,524.31	0.00	0.00	14,524.31	1.85%
IP HOSP CHARGES	157	5,309,270.46	2,966,929.82	2,175,880.16	166,460.48	800.00	0.00	165,660.48	21.12%
MATERNITY	3	9,017.00	9,017.00	0.00	0.00	0.00	0.00	0.00	0.00%
MEDICAL MISC	75	20,430.12	10,598.38	8,203.19	1,628.55	330.00	0.00	1,298.55	0.17%
OFFICE VISIT	1026	211,157.75	31,817.71	119,800.46	59,539.58	4,420.00	0.00	55,119.58	7.03%
OP PHYSICIAN	313	178,432.11	472.00	131,142.79	46,817.32	355.69	0.00	46,461.63	5.92%
OTHER	241	188.02	188.02	0.00	0.00	0.00	-10,339.27	10,339.27	1.32%
OUTPAT HOSP	13	118,496.98	19,086.31	94,276.31	5,134.36	50.00	0.00	5,084.36	0.65%
PSYCHIATRIC	104	20,992.05	3,323.29	7,866.27	9,802.49	374.88	0.00	9,427.61	1.20%
RADIATION /CHEMO	98	423,688.68	69,873.75	299,546.86	54,268.07	3.88	0.00	54,264.19	6.92%
SUBS ABUSE	20	11,737.19	2,969.88	8,767.31	0.00	0.00	0.00	0.00	0.00%
SURG FACILITY	88	1,010,310.70	60,235.27	854,530.61	95,544.82	1,250.00	0.00	94,294.82	12.02%
SURGERY	186	22,820.24	608.00	16,407.59	5,804.65	0.00	0.00	5,804.65	0.74%
SURGERY IP	11	13,953.00	1,662.00	8,488.11	3,802.89	0.00	0.00	3,802.89	0.48%
SURGERY OP	49	87,122.50	11,091.00	61,580.00	14,451.50	0.00	0.00	14,451.50	1.84%
THERAPY	387	39,326.26	2,151.99	23,834.78	13,339.49	1,230.00	0.00	12,109.49	1.54%
URGENT CARE	10	2,888.73	517.73	1,629.74	741.26	125.00	0.00	616.26	0.08%
WELLNESS	912	95,732.76	7,682.07	71,070.51	16,980.18	0.00	0.00	16,980.18	2.16%
XRAY/ LAB	4537	1,025,166.08	169,416.63	737,212.44	118,537.01	855.55	0.00	117,681.46	15.00%
Totals for 00532	10203	13,945,801.26	4,324,336.22	8,834,173.80	787,291.24	13,095.00	-10,339.27	784,535.51	

miBenefits Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 10/1/2025 to 9/30/2026

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
00532-West Volusia Hospital Authority									
ALLERGY CARE	3	1,626.00	0.00	1,094.36	531.64	20.00	0.00	511.64	0.01%
ALTERNATE MED	6	600.00	600.00	0.00	0.00	0.00	0.00	0.00	0.00%
AMBULANCE	46	22,166.30	22,166.30	0.00	0.00	0.00	0.00	0.00	0.00%
ANESTHESIA	592	1,137,050.70	188,126.00	792,759.82	156,164.88	0.00	0.00	156,164.88	1.90%
CHIROPRACTIC	242	23,566.58	10,709.98	7,879.23	4,977.37	760.00	0.00	4,217.37	0.05%
DENTAL	1	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00%
DIALYSIS	1068	20,843,180.73	432,953.70	19,649,678.83	760,548.20	0.00	0.00	760,548.20	9.26%
DME/APPLIANCE	89	51,111.84	51,111.84	0.00	0.00	0.00	0.00	0.00	0.00%
EMERG ROOM...	5151	12,524,481.14	2,340,282.81	9,114,792.01	1,069,406.32	32,871.50	0.00	1,036,534.82	12.63%
HOME HEALTH CARE	3	919.55	919.55	0.00	0.00	0.00	0.00	0.00	0.00%
HOSPICE CARE	16	40,048.87	40,048.87	0.00	0.00	0.00	0.00	0.00	0.00%
INELIGIBLE	5620	2,974,247.19	2,951,429.42	19,128.00	3,689.77	0.00	0.00	3,689.77	0.04%
INPATIENT PHYS	3233	1,089,077.46	578,623.76	350,700.80	159,752.90	0.00	0.00	159,752.90	1.95%
IP HOSP CHARGES	965	27,424,351.67	12,663,074.39	12,894,403.36	1,866,873.92	9,600.00	0.00	1,857,273.92	22.62%
MATERNITY	89	63,277.92	53,164.96	6,698.38	3,414.58	0.00	0.00	3,414.58	0.04%
MEDICAL MISC	531	251,156.39	142,404.65	78,948.17	29,803.57	2,084.64	0.00	27,718.93	0.34%
OFFICE VISIT	9294	1,529,497.83	192,809.54	895,650.14	441,038.15	36,342.29	0.00	404,695.86	4.93%
OP PHYSICIAN	2385	1,178,120.34	24,436.42	840,631.61	313,052.31	2,346.86	0.00	310,705.45	3.78%
OTHER	2397	39,695.59	22,914.14	11,172.20	5,609.25	0.00	-390.42	5,999.67	0.07%
OUTPAT HOSP	247	856,733.96	210,693.56	555,625.43	90,414.97	3,597.79	0.00	86,817.18	1.06%
PSYCHIATRIC	1242	537,876.32	312,665.01	99,115.34	126,095.97	4,060.11	0.00	122,035.86	1.49%
RADIATION /CHEMO	1239	3,130,237.15	438,426.11	1,997,953.23	693,857.81	111.93	0.00	693,745.88	8.45%
SKILLED NURSING	3	24,466.50	24,466.50	0.00	0.00	0.00	0.00	0.00	0.00%
SLEEP DISORDER	38	3,104.25	3,104.25	0.00	0.00	0.00	0.00	0.00	0.00%
SUBS ABUSE	95	145,555.23	65,292.60	64,158.76	16,103.87	0.00	0.00	16,103.87	0.20%
SURG FACILITY	790	7,665,975.49	620,388.63	6,163,875.57	881,711.29	12,775.00	0.00	868,936.29	10.58%
SURGERY	2009	423,062.28	114,698.74	229,692.00	78,671.54	0.00	0.00	78,671.54	0.96%
SURGERY IP	250	419,417.88	99,429.86	226,263.88	93,724.14	0.00	0.00	93,724.14	1.14%
SURGERY OP	426	516,488.18	47,490.50	340,677.37	128,320.31	0.00	0.00	128,320.31	1.56%
TELEMEDICINE	1	46.76	46.76	0.00	0.00	0.00	0.00	0.00	0.00%
THERAPY	2975	316,565.15	45,698.68	179,049.27	91,817.20	8,360.00	0.00	83,423.35	1.02%
URGENT CARE	136	27,764.79	3,175.19	17,095.38	7,494.22	1,387.07	0.00	6,107.15	0.07%
VISION	3	274.00	274.00	0.00	0.00	0.00	0.00	0.00	0.00%
WELLNESS	7811	698,727.41	52,743.33	524,588.46	121,395.62	0.00	0.00	121,395.62	1.48%

Benefit Analysis Summary

Block of Business ID: EBMSI
Client ID: 00532
Paid Date: 10/1/2025 to 9/30/2026

	Line Count	Charge	Ineligible	Cost Savings	Allowed	Patient Responsibility	Adjustments	Paid	% Paid
XRAY/ LAB	37274	8,337,403.88	1,107,117.25	6,042,302.96	1,187,983.67	9,343.64	0.00	1,178,640.03	14.36%
Totals for 00532	86270	92,297,875.33	22,861,487.30	61,103,934.56	8,332,453.47	123,660.83	-390.42	8,209,149.21	

Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 9/1/2026 to 9/30/2026

Description		Claims	Medical	Dental	Vision	Prescription	Disability	Total Paid
00532-West Volusia Hospital Authority								
miCareDeLand		2825	522,333.81	0.00	0.00	0.00	0.00	522,333.81
miCareDelton		1424	252,717.60	0.00	0.00	0.00	0.00	252,717.60
miCarePierso		145	9,484.10	0.00	0.00	0.00	0.00	9,484.10
N/A		20	0.00	0.00	0.00	0.00	0.00	0.00
	00532 Totals:	4414	784,535.51	0.00	0.00	0.00	0.00	784,535.51

Summary of Claims Paid By Location

Block of Business ID: EBMSI
Client ID: 00532

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

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
Deltona		1	0.00	0.00	0.00	0.00	0.00	0.00
miCareDeLand		21735	4,843,773.57	0.00	0.00	0.00	0.00	4,843,773.57
miCareDelton		13829	3,010,885.51	0.00	0.00	0.00	0.00	3,010,885.51
miCarePierso		1205	354,490.13	0.00	0.00	0.00	0.00	354,490.13
N/A		250	0.00	0.00	0.00	0.00	0.00	0.00
	00532 Totals:	37022	8,209,149.21	0.00	0.00	0.00	0.00	8,209,149.21

Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

Paid Date: 9/1/2026 to 9/30/2026

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	628	135.27	0.00	0.00	135.27	135.27	0.00

Top Providers by Paid Amount for Tins: '204552956'

Block of Business ID: EBMSI
Client ID: 00532

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

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	7001	135.27	0.00	0.00	135.27	135.27	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

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
DeLand	09-2026	$0.00	$0.00	$0.00	$0.00	$0.00	0	$0.00	$0.00	1	$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	1	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
Deltona	06-2026	$0.00	$0.00	$0.00	$0.00	$0.00	0	$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	0	$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	1491	$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	2043	$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	1382	$329,227.63	$0.00	964	$341.52	$211.00	$17.76	$0.39	$112.37	$0.00
miCareDeLand	03-2026	$132,880.92	$25,898.95	$1,393.08	$140,411.12	$0.00	1553	$300,584.07	$0.00	942	$319.09	$141.06	$27.49	$1.48	$149.06	$0.00
miCareDeLand	04-2026	$289,820.45	$20,531.23	$2,072.57	$132,304.35	$0.00	1635	$444,728.60	$0.00	929	$478.72	$311.97	$22.10	$2.23	$142.42	$0.00
miCareDeLand	05-2026	$450,000.37	$27,902.68	$5,233.70	$207,796.41	$0.00	1983	$690,933.16	$0.00	947	$729.60	$475.19	$29.46	$5.53	$219.43	$0.00
miCareDeLand	06-2026	$247,223.37	$18,687.42	$8,205.42	$135,446.73	$0.00	1842	$409,562.94	$0.00	959	$427.07	$257.79	$19.49	$8.56	$141.24	$0.00
miCareDeLand	07-2026	$326,925.38	$32,009.47	$10,201.35	$198,367.34	$0.00	2574	$567,503.54	$0.00	987	$574.98	$331.23	$32.43	$10.34	$200.98	$0.00
miCareDeLand	08-2026	$0.00	$0.00	$0.00	$0.00	$0.00	728	$0.00	$0.00	1010	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
miCareDeLand	09-2026	$267,150.59	$39,004.44	$4,512.43	$211,640.61	$0.00	2769	$522,308.07	$0.00	1025	$509.57	$260.63	$38.05	$4.40	$206.48	$0.00
	Subtotal:	**$2,658,862.37**	**$267,639.02**	**$35,283.97**	**$1,881,962.47**	**$0.00**	**21119**	**$4,843,747.83**	**$0.00**	**11781**	**$411.15**	**$225.69**	**$22.72**	**$2.99**	**$159.75**	**$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	466	$966.23	$635.36	$27.06	$0.31	$303.50	$0.00
miCareDelton	02-2026	$143,168.23	$5,621.10	$191.79	$159,569.94	$0.00	942	$308,551.06	$0.00	448	$688.73	$319.57	$12.55	$0.43	$356.18	$0.00
miCareDelton	03-2026	$46,305.25	$11,802.60	$581.89	$96,403.90	$0.00	1028	$155,093.64	$0.00	441	$351.69	$105.00	$26.76	$1.32	$218.60	$0.00
miCareDelton	04-2026	$108,956.67	$15,138.60	$362.49	$86,589.37	$0.00	1052	$211,047.13	$0.00	433	$487.41	$251.63	$34.96	$0.84	$199.98	$0.00
miCareDelton	05-2026	$211,454.61	$12,742.50	$4,511.74	$123,499.78	$0.00	1234	$352,208.63	$0.00	416	$846.66	$508.30	$30.63	$10.85	$296.87	$0.00
miCareDelton	06-2026	$161,567.55	$9,845.62	$2,621.64	$147,248.49	$0.00	1074	$321,283.30	$0.00	421	$763.14	$383.77	$23.39	$6.23	$349.76	$0.00
miCareDelton	07-2026	$182,834.18	$17,684.34	$1,207.93	$132,492.12	$0.00	1374	$334,218.57	$0.00	423	$790.11	$432.23	$41.81	$2.86	$313.22	$0.00
miCareDelton	08-2026	$0.00	$0.00	$0.00	$0.00	$0.00	482	$0.00	$0.00	429	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
miCareDelton	09-2026	$129,229.23	$19,104.94	$3,103.34	$101,280.09	$0.00	1394	$252,717.60	$0.00	421	$600.28	$306.96	$45.38	$7.37	$240.57	$0.00
	Subtotal:	**$1,479,601.59**	**$146,294.19**	**$17,349.56**	**$1,367,640.17**	**$0.00**	**13561**	**$3,010,885.51**	**$0.00**	**5366**	**$561.10**	**$275.74**	**$27.26**	**$3.23**	**$254.87**	**$0.00**
miCarePierso	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
miCarePierso	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
miCarePierso	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
miCarePierso	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
miCarePierso	02-2026	$196.84	$1,160.62	$0.00	$10,849.19	$0.00	63	$12,206.65	$0.00	58	$210.46	$3.39	$20.01	$0.00	$187.06	$0.00
miCarePierso	03-2026	$3,775.05	$1,792.07	$1,412.01	$29,379.70	$0.00	107	$36,358.83	$0.00	58	$626.88	$65.09	$30.90	$24.35	$506.55	$0.00
miCarePierso	04-2026	$33,029.11	$925.12	$601.23	$24,373.72	$0.00	105	$58,929.18	$0.00	55	$1,071.44	$600.53	$16.82	$10.93	$443.16	$0.00
miCarePierso	05-2026	$1,294.65	$2,334.87	$1,644.50	$29,351.14	$0.00	96	$34,625.16	$0.00	56	$618.31	$23.12	$41.69	$29.37	$524.13	$0.00
miCarePierso	06-2026	$14,841.91	$822.36	$1,002.04	$39,534.69	$0.00	99	$56,201.00	$0.00	56	$1,003.59	$265.03	$14.69	$17.89	$705.98	$0.00
miCarePierso	07-2026	$6,843.45	$2,172.60	$1,702.80	$63,501.26	$0.00	174	$74,220.11	$0.00	57	$1,302.11	$120.06	$38.12	$29.87	$1,114.06	$0.00
miCarePierso	08-2026	$0.00	$0.00	$0.00	$0.00	$0.00	43	$0.00	$0.00	56	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
miCarePierso	09-2026	$4,715.27	$1,480.96	$157.48	$3,130.39	$0.00	144	$9,484.10	$0.00	53	$178.95	$88.97	$27.94	$2.97	$59.06	$0.00
	Subtotal:	**$88,344.54**	**$16,764.61**	**$6,520.06**	**$242,860.92**	**$0.00**	**1196**	**$354,490.13**	**$0.00**	**690**	**$513.75**	**$128.04**	**$24.30**	**$9.45**	**$351.97**	**$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
N/A	05-2026	$0.00	$0.00	$0.00	$0.00	$0.00	35	$0.00	$322,441.47	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
N/A	06-2026	$0.00	$0.00	$0.00	$0.00	$0.00	22	$0.00	$321,414.49	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
N/A	07-2026	$0.00	$0.00	$0.00	$0.00	$0.00	35	$0.00	$288,413.27	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00

N/A	08-2026	$0.00	$0.00	$0.00	$0.00	$0.00	25	$0.00	$346,703.14	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
N/A	09-2026	$0.00	$0.00	$0.00	$0.00	$0.00	20	$0.00	$374,056.62	0	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
	Subtotal:	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**250**	**$0.00**	**$4,095,750.90**	**0**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**
	Total:	**$4,226,808.50**	**$430,697.82**	**$59,153.59**	**$3,492,463.56**	**$0.00**	**36128**	**$8,209,123.47**	**$4,095,750.90**	**17838**	**$689.81**	**$236.96**	**$24.14**	**$3.32**	**$195.79**	**$0.00**

Parameters

Paid Date: 10/1/2025-9/30/2026
Reporting Period: CLIENTYTD
Location: 000-zzzzz
** Census Count Comments: Membership is counted per location, per department, or per plan for each month; an individual with a change may be counted more than one time.

WVHA miCare Clinic Deland and Deltona
September 2026 Report

miCare Utilization

DeLand	Total Available Hours	Total Utilized Hours	% Of Total Available Hours
2026	229	216	94%
Deltona	**Total Available Hours**	**Total Utilized Hours**	**% Of Total Available Hours**
2026	78	67	86%
Overall	**Total Available Hours**	**Total Utilized Hours**	**% Of Total Available Hours**
2026	307	283	92%

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	61	6%
Deltona	13	4%

Visit Type Utilization

WVHA miCare Clinic Total Visits for DeLand			
Clinic Services	**Number of visits**	**%**	**Notes**
Total Provider visits	393	43%	Schedulable patient activities
Total Labs	187	20%	Schedulable patient activities
Total Nurse Visits	5	1%	Schedulable patient activities
Total medication pick-up	322		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	13		Don't have a visit type and are not scheduled appointments
Total Visits	**920**		

DeLand

- There was a total of 585 clinic visits at the DeLand clinic in September plus 322 medication pick-ups and an additional 13 med pick-ups from the PAP program
- Of the 585 clinic visits, there were 22 phone visits
- There were 16 **new patients** that established care at the DeLand clinic last month
- There were 65 **Physicals** in September – Male/Female Wellness – Established Patients

WVHA miCare Clinic Total Visits for Deltona			
Clinic Services	**Number of visits**	**%**	**Notes**
Total Provider visits	130	41%	Schedulable patient activities
Total Labs	44	14%	Schedulable patient activities
Total Nurse Visits	4	1%	Schedulable patient activities
Total medication pick-up	137		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	1		Don't have a visit type and are not scheduled appointments
Total Visits	**316**		

Deltona

- There was a total of 178 clinic visits at the Deltona clinic in September plus 137 medication pick-ups from Deltona as well as 1 med pick-ups from the PAP program
- Of the 178 visits, 7 were phone visits
- There were 7 **new patients** that established care at the Deltona clinic last month
- There were 27 **Physicals** in September – Male/Female Wellness – Established Patients

miCare Member Migration

September 2026

		DeLand	Deltona
Total Eligible Membership	1,444	577	230

*** Member migration showed 45% for September**

*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 – September 2026	
Application Approved	338
Application Pending Approval	1
Application Started but Not Submitted	0
Total Active Applications	**339**
	(Active Applications)

Key Insights:

- **14 PAP medications were picked up between the two locations**
- **Currently, WVHA has 339 patients with active PAP applications being managed**
- **The projected annualized savings for the PAP applications are $2,240,525**

WVHA miCare Clinic Deland and Deltona

Quarter Four Report

July 1st – September 30th, 2026

Clinical Utilization

Deland Q4	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2025	714	635	89%
2026	715	638	89%

Deltona Q4	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2025	412	348	85%
2026	397	329	83%

Deland and Deltona Q4	Hours Available for Scheduling	Hours Used for Appointments	% Of Total Time Scheduled
2025	1,126	983	87%
2026	1,112	967	87%

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

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

No Show Rate

Q4	DeLand		Deltona	
2025	247	9%	128	7%
2026	183	7%	64	5%

miCare Member Migration Q4 2026

Total Eligible Membership	Membership	DeLand	Deltona
2025	1,531	800	492
2026	1,444	838	448

Overall Member Migration – 67%, over last year's quarter of 69%

Key Insights:

- **The overall available provider hours remained the same in this period over last year in DeLand. There was a decrease in Deltona availability as we transitioned care to the DeLand site. The overall utilization remained the same.**
- **No show rates decreased in DeLand and Deltona for this period.**
- **There was a total of 2,615 clinic visits between both sites in Q4. This shows a decrease from last year's quarter – 2,813**
    - **DeLand – had 1,747 visits, an increase over last year's 1,676 visits**
    - **Deltona – had 868 visits, a decrease over last year's 1,137 visits**
- **Survey results show 79 responses and an overall rating of 4.9 stars. See comments below – pages 6-8**

miCare Visit Type Frequency

DeLand

WVHA miCare Clinic Total Visits for DeLand Q3 - 2026			
Clinic Services	**Number of visits**	**%**	**Notes**
Total Provider visits	1,170	45%	Schedulable patient activities
Total Labs	564	22%	Schedulable patient activities
Total Nurse Visits	13	1%	Schedulable patient activities
Total medication pick-up	809		Don't have a visit type and are not scheduled appointments
Total PAP med pick-up	36		Don't have a visit type and are not scheduled appointments
Total Visits	**2,592**		

- **There was a total of 1,747 clinic visits at the DeLand clinic in Q4 2026, with an additional 809 medication pick-ups and 36 med pick-ups from the PAP program.**
- **Of the 1,747 visits, 71 were phone visits.**
- **There were 62 new patients that established care at the DeLand clinic, and 197 Physicals were conducted in this quarter.**

Deltona

WVHA miCare Clinic Total Visits for Deltona Q3 - 2026			
Clinic Services	**Number of visits**	**%**	**Notes**
Total Provider visits	621	47%	Schedulable patient activities
Total Labs	237	18%	Schedulable patient activities
Total Nurse Visits	10	1%	Schedulable patient activities
Total medication pick-up	452		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	**1,328**		

- **There was a total of 868 clinic visits at the Deltona clinic in Q4 2026, with an additional 452 medication pick-ups along with 8 medication pick-ups from the PAP program.**
- **Of the 868 visits, 57 were phone visits.**
- **There were 37 new patients that established care at the Deltona clinic, and 87 Physicals were conducted in this quarter.**

Referrals
07/01/2026 – 09/30/2026

Total # All of Referrals	1,704	
Total miCare Provider Referrals	**983**	**58%**
Imaging Referrals	385	39%
Non-Imaging Referrals	598	61%

	WVHA Average	*National Average	miCare Average
Benchmark	**58%**	28%	**30%

* National Average – per American Academy of Family Physicians

**Average across miCare book of business

Top Five Referrals from Primary Care to Specialist

- **Gastroenterology**
- **Ophthalmology**
- **Psychiatry**
- **Orthopedic Surgery**
- **Physical Therapy**

Key Insights:

- The total number of referrals for the period was 1,704; this shows a decrease from last year which was 2,392
- Referrals from miCare providers were 983, showing 58% of the total referrals. This number shows an increase in miCare referrals from 892 last year in this quarter
- miCare referrals for non-imaging referral specialists were 598 which was 61% of total miCare referrals, and the imaging referrals were 385 which was 39% of the miCare total
- National average provided by the American Academy of Family physicians is 28% of provider visits resulting in a referral.
- The top five specialists align with primary care based off the clinical acuity of the population

ER Diversion Results

Total ER visits Q4 2026	
Halifax	1
Advent	89
Total ER visits	90
Appropriate ER Visits	77
PCP Appropriate	13
Established Patients (miCare)	90
Follow up scheduled at miCare	76
Follow up completed at miCare	55

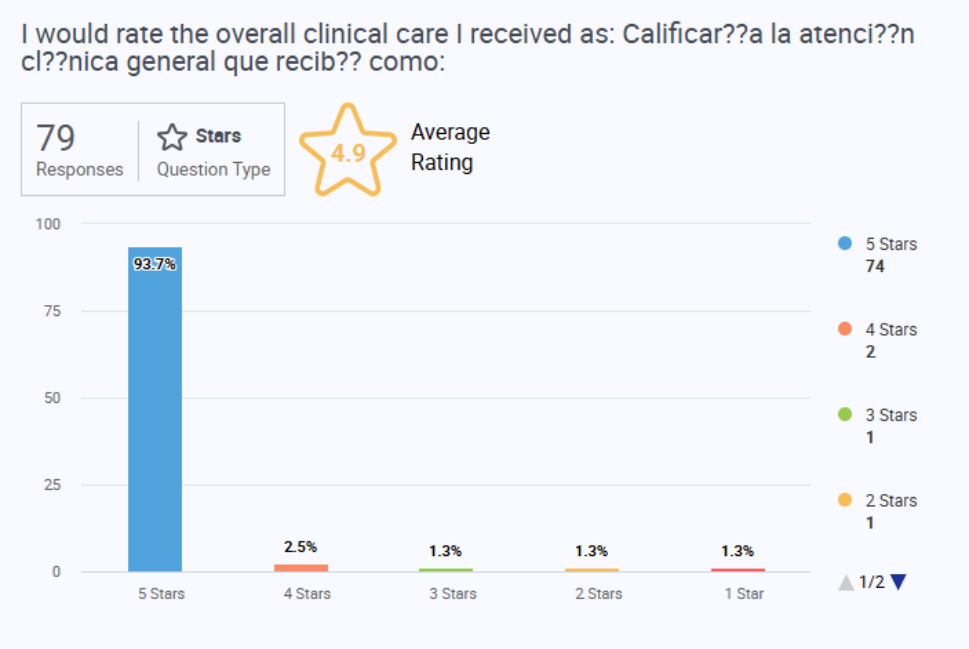
Total ER Visits	Q1 – 2025	Q2 – 2026	Q3 – 2026	Q4 - 2026	Total
Halifax	2	2	4	1	**9**
Advent	51	53	75	89	**268**
	Q1-2024	Q2-2025	Q3-2025	Q4 - 2025	Total
Halifax	4	6	2	1	**13**
Advent	105	84	86	95	**370**

Key Insights:

- **Total number of patients between Halifax and Advent in Q4 was 90 (1 Halifax and 89 Advent), this shows a small decrease from 2025 for the same period, which had a total of 96 visits total.**
- **Out of the 90 patients that went to the ER, all 90 had established care at miCare.**
- **Of the patients that sought care in the ER, 77 were deemed appropriate and 13 could have been seen outside of the ER.**
- **76 patients scheduled follow up appointments at miCare of those, 55 completed their follow up in the clinic.**

Post Visit Survey Results

July – September 2026



Survey Results – Comments:

- Ok todo bien 👄 (Ok all good 👄)
- Solo tengo que decir que los profesionales son 5 estrellas , junto con todo el equipo de trabajo de la Clinica Mi CareGracias por su atención ! 🙏💕 (I just have to say that the professionals are 5 stars, along with the entire team at Mi Care Clinic. Thanks for your attention! 🙏💕)
- Very professional and kind
- Todo bien gracias (All good, thanks)
- Love my clinic and the staff always treated with the most and best regards to my personal well-being
- Thank you Dr. Patel and all the wonderful staff
- Todo muy bien gracias. (Everything's very good, thanks.)
- Everyone in the office is awesome, and Dr Patel is the best
- Todo muy bien gracias. (Everything's good, thanks.)
- Everyone in the office is awesome, and Dr Patel is the best
- Estoy muy agradecida y contenta con la atención (I am very grateful and happy with the attention)
- Thank you very much for your kindness and help me with my health care.
- Tiene un buen servicio (It has good service)

- This is the best care I have ever had, all of the staff are super nice and attentive. Everyone is treated very well and with respect, not looked down upon like many offices.
- I am so very thankful to have WVHA. It has helped me tremendously. I am 100% satisfied with the care I receive, especially from Dr. Neha Patel. She is caring, understanding, thorough, and understands me, which makes visits go exceptionally well. She knows what my worries are and knows just how to explain things to me. She is above and beyond the best!!!!!!
- Mi care is the best.
- Thank God for mi-care.if it wasn't for ni-care I would be dead.yoi guys are so supportive.thank you for everything you have done for me.
- Great group. I'm going to miss my Nurse Practitioner when she leaves.
- The nurses & administration in this office are immeasurable and the doctors are always professional providing the best bedside manners with stellar knowledgeable care
- Dr. Paez is an excellent doctor.
- Everything was ok.
- Dr. Patel is the best ❤️
- Excelente servicio, por parte del personal administrativo y médico. (Excellent service from the administrative and medical staff.)
- You've helped me so much. Thank you for listening to me when I knew something was wrong but the tests were coming back with nothing. Thank you to the girls for being so patient and understanding with me. I appreciate everything that is done there.
- Dr Patel has been wonderful with my many health issues.
- The nurse and the rest of the staff were great. The doctor did not take into consideration by anxiety and came in telling me I need to go to the ER which made my anxiety increase and my heart rate and blood pressure increase as well
- Gracias (thank you)
- I was supremely satisfied with the attentiveness shown towards all my concerns by the medical assistant as well as my medical provider, Ms Patel. I shared concerns and comments that I felt were odd or silly, but I never felt that they thought that with their responses. Ms Patel came in around 10 minutes after the medical assistant left, but she apologized and explained the reason for the wait, which prevented my getting upset. She proceeded to address each concern after thoughtfully going over what I needed to know during the check up. I felt as though I was the only patient she had (of course, that was not the case). Now the reason for the answer on question 3 is that there have been multiple misunderstandings regarding referrals. For one (of severl) examples, a referral was sent to Central Flordia Retina ... got the call to make the appointment .. then I got a call from their receptionist stating that they do not accept WVHA. After talking to (what I believe to be a referral specialist) at MiCare, I found out the very next day that the location was the problem as their Orlando location is indeed contracted with WVHA. Maria was so professional, prompt, informative and efficient when handling those concerns. For that reason, those issues have been resolved. I just hope this sort of thing does not happen again, but I am afraid it will if I continue to see a particular ophthalmologist because I have issues regarding their understanding of how referrals work. When I explained this to Amanda, she said that MiCare sends a lot of patients there and this is the first time they hear of such an issue. That comment makes me feel

as though I am the one doing something wrong. How can it be my fault though-- when this is the only medical provider with which I have such an experience?

- Dr. Brooks is Amazing kind and so caring. The staff up front are attentive and so wonderful. TY for all you do!!!

- Dr. Brooks and staff are amazing, they care, listen and really are thorough. The front staff are great as well always welcoming and kind TY so much for all you do!!!
- The staff at Micare are exceptional.
- Me encuentro altamente satisfecha con los servicios recibisos de My Care. Me gustaria seguir recibiendolos. Gracias. (I am very pleased with the services I received from My Care. I would like to continue receiving them. Thank you.)
- Muy conforme con su atención (Very satisfied with their service)
- been a pleasure thank you
- I waited in the room for over an hour did not get seen I had to ask where the doctor was no one told me! Still not seen could not get medication. Staff no help what so ever.
- 10 out of 10 would recommend!
- Es un lugar de muchas ayuda e information medica es limpio y todo el personal son amiable y respetuoso. (It's a place with a lot of help and medical information, it's clean and all the staff are friendly and respectful.)
- Most of the staff are veryt good, Dr. Patel is great.
- Staff and Heather are great. She has such a great bedside manner. I'm very grateful for her referral for my lupus. She has given me hope with my health issues. Staff is great as well 👍🏻 clinic clean and smells great too
- All the staff are nice and polite and very helpful tho that all I got say tho
- This was just my first visit. I really enjoyed my time with my doctor and the nurses were all wonderful.
- I had an awesome experience!! I was well informed of how things work and the turn around times on service and requested services!! I really wish dental was included!!

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

THE HOUSE NEXT DOOR
Nurturing Families
Building Communities

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

Serving Volusia & Flagler Counties

October 2, 2026

West Volusia Hospital Authority

Monthly Enrollment Report

In the month of September, the Health Card team conducted 251 client interviews for verification and enrollment. Of these,199 appointments were to assist with new or renewal applications and 22 to assist with pending applications.

For the month a total of 251 applications were submitted for verification and enrollment. Of these, all 251 were processed by the end of the month, leaving no carryover.

Of the 251 that were processed, 199 were approved, 35 pended, and 17 were denied *(4 were over income, 8 had other Insurance, and 5 qualified for Share of Cost*).

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

Application Source	New	Renewal	Total
House Next Door	33	162	195
Halifax (Health Fund Solutions)	9	0	9
Advent Health/Fl Hospital	3	0	3
RAAO	18	20	38
WVHA website	2	0	2
SMA	3	1	4
Totals	**68**	**183**	**251**

In all, 20 referrals came from the WVHA website in September. All were contacted, 10 made appointments, and 2 completed the application process. Of those, 1 was approved and 1 denied.

Outreach Efforts:

- Attended West Volusia Community Partners meeting.
- Reached out to all clients due to renew with a reminder phone call as well as the reminder letter.
- Communicating with partners, working together to better service the community.
- Working Events in the community.

Respectfully submitted by Chris Booker

West Volusia Health Alliance (WVHA)

Monthly Activity Report – September 2026

Overview

During September 2026, True Health remained acively engaged in community outreach efforts focused on increasing awareness of available healthcare services and strengthening connections with residents throughout the West Volusia community. Through direct patient engagement, community events, collaborative partnerships, and targeted marketing initiatives, True Health continued to promote healthcare access and encourage residents to establish and maintain primary care services.

A key highlight for the month was the successful True Health Enterprise Open House held on September 24, 2026. The event generated significant community interest and welcomed a variety of community leaders and healthcare partners, including representatives from AdventHealth Fish Memorial, Commissioner Manning, the CEO of Residing Hope, and other local stakeholders. To encourage participation and demonstrate our appreciation for community engagement, three raffle baskets were awarded during the event.

In preparation for community outreach activities, staff conducted proactive outreach through phone calls and text messaging campaigns to inform patients about upcoming events and available healthcare resources.

Community Outreach Event Summary:

Deltona Community Outreach Event

- **Wes Crile Park**
  - **Location:** 1537 Norbert Terrace, Deltona, FL 32738
    Date: September 17, 2026
    Time: 9:00 AM – 3:00 PM

Measure	Outcome
Patients Scheduled	10
Patients Served	3
Show Rate	30%
Active WVHA Members Contacted	318

Engagement Strategy

To maximize awareness and participation, True Health implemented the following outreach efforts:

- Two phone call attempts were made to each identified WVHA member.
- Promotional flyers were distributed throughout the community.
- Appointment reminder text messages were sent to all scheduled patients.
- Patients were educated on available healthcare services and upcoming community events.

These efforts helped increase awareness of healthcare resources available within West Volusia while strengthening engagement with WVHA members.

Community Outreach and Patient Navigation

True Health remains committed to providing individualized support to patients seeking healthcare services. As part of this commitment, the Director of Operations actively assists patients who need support accessing care, scheduling appointments, or connecting with available healthcare resources.

To ensure continuity and accessibility, Selenita Delgado, MPH, serves as the primary point of contact for the WVHA program. Patients, community partners, and board members may contact her regarding:

- Primary care services
- Laboratory services
- Appointment scheduling assistance
- Healthcare navigation support
- Patient concerns and questions

This patient-centered approach helps reduce barriers to care and ensures residents receive timely access to healthcare services.

Community Outreach and Marketing Efforts

Throughout September, True Health continued to strengthen community relationships through extensive marketing and outreach initiatives. Promotional materials, event information, flyers, and healthcare resources were distributed through community organizations and local partners across West Volusia and surrounding areas.

Community Distribution and Partnership Engagement

Promotional materials and healthcare information were distributed through the following community organizations and partners:

- Residing Hope Montessori
- Farmworkers Association
- Volusia County Library

- Midway Community School
- Mexican Consulate
- Hispanic Federation
- Tea on Tuesday
- Family Partnerships
- AdventHealth Fish Memorial Care Team
- Breakfast Rotary of Downtown DeLand
- Young Professionals of West Volusia
- West Volusia 1 Million Cups
- Hispanic Chamber of Commerce
- Osteen Farm & Feed Store
- Sanford Market Day
- Hope Community Center
- Tobacco Free Florida
- Healthy Seminole

These partnerships continue to play an important role in expanding awareness of healthcare resources and connecting residents with available services.

Additional Community Outreach Activities

During September, the True Health team conducted multiple visits to the **Deltona and DeLand MiCare Clinics** to distribute flyers and posters informing residents of available healthcare options following the closure of the Deltona clinic.

These efforts focused on ensuring affected patients were aware of alternative locations where they could continue receiving primary healthcare services without interruption. By providing direct community education and outreach, True Health helped support continuity of care for individuals and families impacted by the clinic closure.

Conclusion

The outreach activities completed during September 2026 reflect True Health's ongoing commitment to improving healthcare access, expanding community awareness, and fostering meaningful partnerships throughout West Volusia.

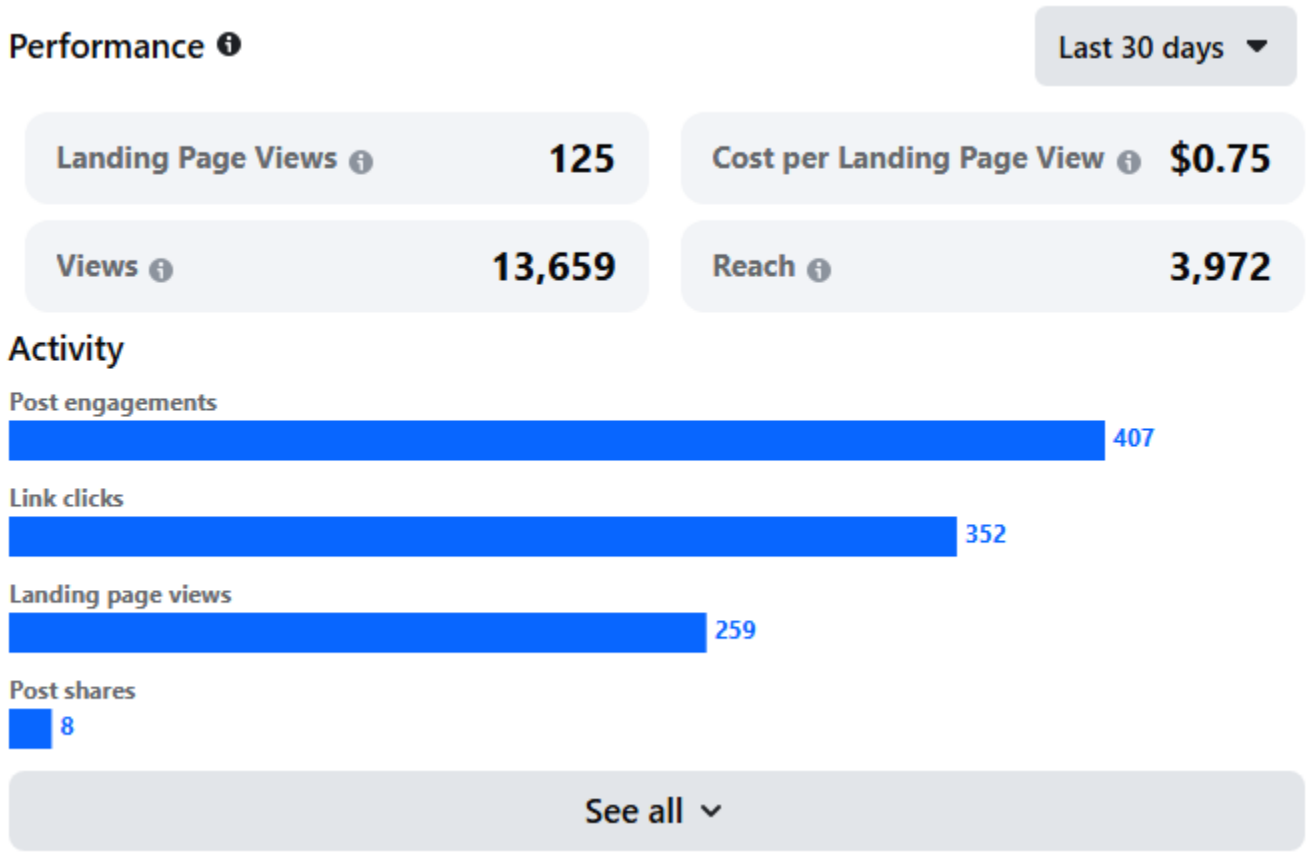
Through direct patient outreach, strategic marketing efforts, community engagement events, and collaboration with local organizations, True Health successfully promoted available healthcare services and connected residents with important healthcare resources. The successful Enterprise Open House, targeted outreach efforts to 318 WVHA members, and continued support for patients affected by the Deltona clinic closure demonstrate our dedication to serving the community's healthcare needs.

True Health looks forward to building upon these efforts in the coming months. By continuing to strengthen community relationships, expand outreach initiatives, and support patient access to care, we remain committed to advancing positive health outcomes for the individuals and families we serve throughout West Volusia.

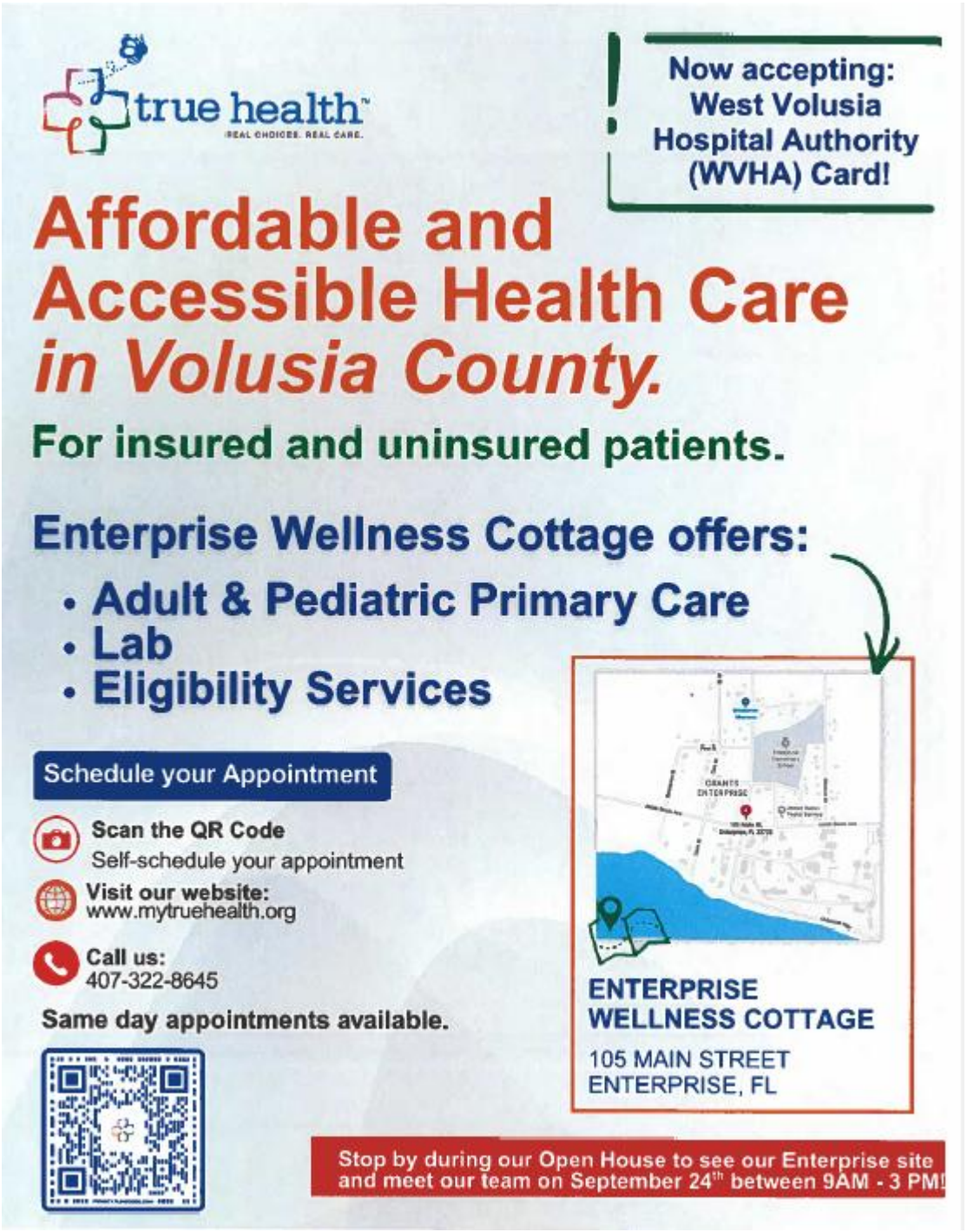
Surveys:

SubID	Practice Name	Survey_IDX	Appt Provider	Q1	Q2	Q3	Q4	Q5
79077	True Health Mobile Unit	576489		*How likely is it that you would recommend our service to a friend or colleague?*	*If you had an in person appointment. How satisfied are you with the office environment, staff friendliness, total wait time in waiting & exam rooms?*	*If you had a Telehealth appointment. How satisfied are you with the video and audio connection during your video visit?*	*Rate your satisfaction with the ease of scheduling an appointment?*	*How satisfied are you with your care provider's communication and care; including their ability to explain your problem or condition, listen and answer your questions, spend enough time with you, and make decisions you trust?*
79077	True Health Mobile Unit	576489	Randall Raz, APRN	10	Very satisfied	N/A	Very satisfied	Very satisfied
79077	True Health Mobile Unit	576489	Randall Raz, APRN	10	Very satisfied	N/A	Very satisfied	Very satisfied

Social Media Interactions:



True Health Flyer:



Open House:




true health
REAL CHOICES. REAL CARE.
Creating healthy communities through life-changing care
w.mytruehealth.org
LEARN MORE ABOUT US
TRUE HEALTH IS A AAAHC LEVEL 3 CERTIFIED PATIENT MEDICAL HOME





4930 E Lake Mary Blvd | Sanford, FL 32771 | office: (407) 322-8645 | fax: (407) 324-7311 | mytruehealth.org

Memo

To: Board of Commissioners, West Volusia Hospital Authority
From: Webb Shephard
Date: October 15, 2026
Subject: Summary of Site Visit Reports – September 2026

Dear Commissioners,

We performed site visits on the following funded agencies/programs during **September 2026**. The corresponding final reports are included in your packet:

- **Hispanic Health Initiative – Taking Care of My Health Program**
- **SMA Healthcare, Inc. – Baker Act Program**
- **The House Next Door – HealthCard Program**
- **The House Next Door – Mental Health Counseling Program**
- **The Neighborhood Center – Access to Care Program**
- **Community Legal Services of Mid-Florida – Medical-Legal Partnership Program**
- **Florida Department of Health – Dental Care Services Program**

Methodology and Procedures

Our procedures included:

- Obtaining an understanding of the funded agency's monitoring procedures with respect to contract compliance.
- Selecting a sample of transactions and testing compliance with contract provisions.
- Preparing a written report summarizing the results and recommendations to the Board of Commissioners.

Summary of Findings

Our testing revealed **no issues of noncompliance with the funding agreements and no other reasons for concern based on the testing performed**. Each of the reports concluded that 100% of the items tested were in compliance and supported by the expected documentation.

At the Board's request, **SMA Healthcare's Baker Act Program was tested again this year due to deviations identified during the prior-year testing. No deviations were identified in the current-year testing.** The participants selected for testing were compliant with the program participation, residency, income, and asset eligibility documentation requirements tested.

Accordingly, **there are no questioned costs or other compliance matters requiring Board action as a result of the September 2026 site visits.**

JAMESMOORE

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

CLSMF Medical-Legal Partnership Program
Sample Selected for Testing

	Feb-26
Total Participants Served	14
Participants Selected	5
% Selected	36%

2. CLSMF is reimbursed at a fixed rate of $100 per hour, billable in 1/10 hour increments for legal services rendered to program participants. We noted the following services were provided for the clients selected for testing:

CLSMF Medical-Legal Partnership Program
Services Provided to Selected Participants

Legal Representation	5/5
Service Dates Verified	5/5

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

CLSMF Medical-Legal Partnership Program
WVHA Card

Valid WVHA Card	5/5
No Valid WVHA Card	0/5

4. We inquired of CLSMF staff regarding determination of identification and noted that photo identification is checked by CLSMF at the onset of the case for every program participant.

The annual budget for CLSMF Medical-Legal Partnership Program for the year-ended September 30, 2026 was $88,500. 100% of items tested were in compliance and were supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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

James Moore & Co., P.L.

Daytona Beach, Florida
October 15, 2026

JAMESMOORE

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

FDOH Dental Care Services Program
Sample Selected for Testing

	Feb-26
Total Participant Visits	85
Participant Visits Selected	5
% Selected	6%

2. FDOH is reimbursed at a fixed rate of $164.06 per each visit by a program participant:

FDOH Dental Care Services Program
Services Provided to Selected Participants

Dental Care	5/5	100%
Service Dates Verified	5/5	100%

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

FDOH Dental Care Services Program
WVHA Card

Valid WVHA Card	5/5	100%
No Valid WVHA Card	0/5	0%

4. We inquired of FDOH staff regarding determination of identification and noted that photo identification is kept on file for each program participant.

The annual budget for FDOH Dental Care Services Program for the year-ended September 30, 2026 was $165,000. 100% of items tested were in compliance and were supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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

James Moore & Co., P.L.

Daytona Beach, Florida
October 15, 2026

JAMESMOORE

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

Mental Health Counseling Program
Sample Selected for Testing

	Feb-26
Total Participants Served	15
Participants Selected	4
% Selected	27%

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

Mental Health Counseling Program
Services Provided to Selected Participants

Outpatient Counseling	4/4
Service Dates Verified	4/4

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

Mental Health Counseling Program
WVHA Card

Valid WVHA Card	4/4
No Valid WVHA Card	0/4

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

The annual budget for HND Mental Health Counseling Program for the year-ended September 30, 2026 was $45,000. 100% of items tested were in compliance and were supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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James Moore & Co., P.L.

Daytona Beach, Florida
October 15, 2026

JAMESMOORE

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

HND WVHA Health Card Program
Sample Selected for Testing

	Feb-26
Total Participants Served	250
Participants Selected	15
% Selected	6%

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

HND WVHA Health Card Program
Services Provided to Selected Participants

WVHA Health Card Eligibility Screening	15/15	100%
Service Dates Verified	15/15	100%

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

HND WVHA Health Card Program
Residency Eligibility Documentation Compliance

In Compliance (2 Documents)	15/15	100%
Total In Compliance	15/15	100%
Not In Compliance		
No Documentation	0/15	0%
1 Document	0/15	0%
Ineligible/Out-of-State Document	0/15	0%
Total Not In Compliance	0/15	0%

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

HND WVHA Health Card Program
Income Eligibility Documentation Compliance

In Compliance	15/15	100%
Not In Compliance		
No Documentation	0/15	0%
Total Not In Compliance	0/15	0%

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

HND WVHA Health Card Program
Assets Eligibility Documentation Compliance

In Compliance	15/15	100%
Not In Compliance		
No Documentation	0/15	0%
Total Not In Compliance	0/15	0%

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

HND WVHA Health Card Program
ACA Denial Documentation Compliance

In Compliance	15/15	100%
Not In Compliance		
No Documentation	0/15	0%
Total Not In Compliance	0/15	0%

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

HND WVHA Health Card Program
Medicaid Denial Documentation Compliance

In Compliance	15/15	100%
Not In Compliance		
No Documentation	0/15	0%
Total Not In Compliance	0/15	0%

The annual budget for HND HealthCard Program for the year-ended September 30, 2026 was $445,008. 100% of items tested was in compliance and supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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

James Moore & Co., P.L.

Daytona Beach, Florida
October 15, 2026

JAMESMOORE

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

Access to Care Program
Sample Selected for Testing

	Feb-26
Total Participants Served	563
Participants Selected	30
% Selected	5%

2. TNC is reimbursed at a fixed rate of $25 per each one-half hour of direct client case management activity:

Access to Care Program
Services Provided to Selected Participants

Case Management	30/30	100%
Service Dates Verified	30/30	100%

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

Access to Care Program
Residency Eligibility Documentation Compliance

In Compliance (Identity and Residency)	30/30	100%
Not In Compliance		
No Documentation	0/30	0%
Ineligible/Out-of-State Document	0/30	0%
Total Not In Compliance	0/30	0%

The annual budget for TNC Access to Care Program for the year-ended September 30, 2026 was $125,000. 100% of items tested were in compliance and supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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

James Moore & Co., P.L.

Daytona Beach, Florida
October 15, 2026

JAMESMOORE

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

Hispanic Health Initiative
Sample Selected for Testing

	Feb-26
Total Participants Served	16
Participants Selected	4
% Selected	25%

2. HHI is reimbursed at a fixed rate of $100 per each health risk assessment that is performed for an eligible participant, a fixed fee of $50 for at least half-hour of health and behavioral education and coaching provided for an eligible participant, and a fixed fee of $25 for each half-hour of direct case management activity.

Hispanic Health Initiative
Services Provided to Selected Participants

Initial Health Risk Assessment	4/4	100%
Health and Behavioral Education	4/4	100%
Case Management	0/4	0%
Service Dates Verified	4/4	100%

3. HHI is required to verify that each program participant possesses a government issued photo ID with the WVHA Taxing District address:

Hispanic Health Initiative
Residency Eligibility Documentation Compliance

In Compliance (Governement-issued ID)	4/4	100%
Not In Compliance		
No Documentation	0/4	0%
Ineligible/Out-of-State Document	0/4	0%
Total Not In Compliance	0/4	0%

The annual budget for HHI Taking Care of My Health Program for the year-ended September 30, 2026 was $100,000. 100% of items tested were in compliance and were supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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

James Moore & Co., P.L.

Daytona Beach, Florida
October 15, 2026

JAMESMOORE

REPORT ON FUNDED AGENCY PROCEDURES AND OBSERVATIONS

To the Board of Commissioners,
West Volusia Hospital Authority:

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

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

The procedures and the associated findings are as follows:

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

SMA - Baker Act Program
Sample Selected for Testing

	Feb-26
Total Participants Served	13
Participants Selected	5
% Selected	38%

2. SMA is reimbursed at a fixed rate of $120.63 per day for crisis stabilization services and a fixed rate of $93.20 per day for detox services provided through the Program.

SMA - Baker Act Program
Total Days of Service Provided to Selected Participants

Crisis Stabilization	7
Detox	10

3. WVHA is the payer of last resort and assists residents with no medical benefits. Residents that have health coverage are ineligible for Program Participation:

SMA - Baker Act Program
Program Participation Documentation Compliance

In Compliance	5/5	100%
Not In Compliance		
No Documentation	0/5	0%
Total Not In Compliance	0/5	0%

4. SMA is required to verify that each program participant provides documentation of WVHA Taxing District residency, in accordance with the WVHA Eligibility Guidelines and CBCC Operational Procedure:

SMA - Baker Act Program
Residency Eligibility Documentation Compliance

In Compliance (WV ID or other proof of residency)	5/5	100%
Total In Compliance	5/5	100%
Not In Compliance		
No Documentation	0/5	0%
Total Not In Compliance	0/5	0%

5. SMA is required to verify that each program participant provides documentation of income eligibility, in accordance with the WVHA Eligibility Guidelines:

SMA - Baker Act Program
Income Eligibility Documentation Compliance

In Compliance	5/5	100%
Not In Compliance		
No Documentation	0/5	0%
Total Not In Compliance	0/5	0%

6. SMA is required to verify that each program participant provides documentation of asset eligibility, in accordance with the WVHA Eligibility Guidelines:

SMA - Baker Act Program
Assets Eligibility Documentation Compliance

In Compliance	5/5	100%
Not In Compliance		
No Documentation	0/5	0%
Not Eligible	0/5	0%
Total Not In Compliance	0/5	0%

The annual budget for SMA Baker Act Program for the year-ended September 30, 2026 was $150,000. 100% of items tested were in compliance and were supported in the files by reasonably expected documentation in accordance with the WVHA Eligibility Guidelines and funding agreement.

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

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

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

James Moore & Co., P.L.

Daytona Beach, Florida
October 15, 2026



miCare Health Center

October 2026 Board Submission

WEST VOLUSIA HOSPITAL AUTHORITY
INSPIRED BY LIFE
DRIVEN BY HOPE

Submission Components

I. Text Messaging **Page 3**
- Calendar – status

II. Clinic operations **Page 7**
- Final consolidation update
- Specialty contract timeline

III. Imagine360 Foundation donation **Page 8**
- Transportation
- Marketing, etc.

IV. Telemedicine **Page 9**
- Recuro implementation

V. Pharmacy Proposal **Page 11**

I. Text Messaging

- miCare recognizes the importance of maintaining consistent communication with WVHA members. To support this commitment, the Text Messaging section will be included as a standing item in all future board submissions.

- *Red italicized* dates displayed beneath communication items indicate that the message has been disseminated.

- For ease of reference and visualization, the communication calendar is color-coded according to the categories outlined below:

	Funded Entity promotion
	Clinic Consolidation promotion
	miCare promotion/information

I. Text Messaging

	Communication 1	Communication 2	Communication 3
June 2026	True Health campaign *Sent 6/26/26*		
July 2026	Clinic consolidation #1 *Sent 7/1/2026*	Community & Legal Resources *Sent 7/22/2026*	DeLand remodel notice #1 *Sent 7/27/2026*
August 2026	DeLand remodel notice #2 *Sent 8/3/26*	Clinic consolidation #2 *Sent 8/18/26*	
September 2026	Clinic consolidation #3 *Sent 9/4/26*	Clinic consolidation #4 *Sent 9/14/26*	

I. Text Messaging

	Communication 1	Communication 2
October 2026	Flu shot reminder *Sent 10/1/26*	Vendor Fair #1 *Sent 10/12/26*
November 2026	Vendor Fair #2 *(to be sent the week before event)*	Vendor Fair #3 *(to be sent the day before event)*
December 2026	Annual Wellness Visit Reminder	

I. Text Messaging

	Communication 1	Communication 2
January 2027	Dental Services	
February 2027	Disease Management Services	General miCare info *(heart health focus)*
March 2027		

	Communication 1	Communication 2
April 2027	Enrollment & Eligibility	
May 2027	Counseling & MH Services	
June 2027		

II. Clinic operations

- Consolidation Update:
  - Deltona officially closed 9/18/2026
  - Final walk through done 9/30/2026
  - DeLand assumed all operations on 9/21/2026

- Specialty contracts:

  To provide additional context regarding specialty contracting timelines, contract execution typically takes 3 to 6 months from initiation to completion. The duration is primarily driven by external factors, including provider responsiveness, legal review and approval processes, and any necessary negotiations related to contract terms. Consequently, much of the timeline falls outside of miCare's direct control despite ongoing efforts to facilitate and expedite the process whenever possible.

III. Imagine360 Foundation donation

$5,000: Vendor Fair

- *Vendor Fair: November 6, 2026, vendor*
  - miCare will utilize a small portion of the allocated funds to host an engaging vendor fair. Planned expenses include promotional giveaway items, bottled water, pizza, and other light refreshments to encourage participation and enhance the attendee experience. A *Save the Date* email notification has been distributed to all funded entities, with formal event communications to follow.

Marketing Funds

- miCare will be fully prepared to discuss marketing opportunities and strategies at the November 2026 Board meeting.
- In the interim, miCare would appreciate the Board's guidance regarding the intended objective of the marketing funds. **Our current assumption is that the primary goal is to increase membership**; however, we would like to confirm this to ensure alignment.
- Establishing a clear objective will enable miCare to develop an effective marketing strategy and identify meaningful performance metrics to measure the success of the campaign. Aligning on the desired outcome from the outset will help ensure that marketing efforts are targeted, measurable, and supportive of the Board's overall goals.

Transportation Funds

- miCare Is in the process of purchasing bus transportation vouchers. These will be available within the clinic no later than November 1st, 2026.

IV. Telemedicine

miCare is pleased to offer WVHA cardholders **a <u>no-cost</u> virtual urgent care solution through Recuro Health**.

As of **December 1st, 2026,** WVHA members will have access to this service. Through Recuro Health, WVHA members will have **24/7 access to board-certified physicians**, allowing them to quickly and conveniently address common medical concerns through personalized, one-on-one virtual consultations. With just the touch of a button, members can connect with a provider and receive the care they need, when they need it.

**Please note that the September 2026 Board submission included a proposed implementation date of November 1, 2026. To align with the revised pharmacy solution (see page 11), miCare recommends moving the implementation date to December 1, 2026. Implementing both initiatives simultaneously will provide a more streamlined and coordinated transition for members, resulting in an improved overall member experience. This approach will also support operational efficiency, simplify communications, and reduce the potential for member confusion associated with multiple changes occurring at different times.

IV. Telemedicine

miCare is actively developing a comprehensive communication and education plan to support member awareness and adoption of Recuro services. Planned initiatives include:

- Displaying informational flyers and promotional materials throughout the clinic.
- Sending targeted text message communications to members to increase awareness and encourage utilization.
- Educating clinic staff on appropriate use cases for Recuro services and equipping them to effectively direct members to Recuro when it is the most appropriate and convenient care option.
- Incorporating Recuro information onto member ID cards.
    - Once the pharmacy solution has been finalized, miCare will evaluate the timing for reissuing member ID cards so that both the pharmacy and Recuro enhancements can be reflected simultaneously. This approach will help streamline communications, reduce administrative costs, and provide a more seamless member experience.

As a reminder, Recuro can **diagnose and treat a wide range of non-emergency/acute conditions**, including:

Acne / Rashes	Ear Problems	Pink Eye
Allergies	Fever / Headache	Respiratory Issues
Cold / Flu / Cough	Insect Bites	UTI's / Vaginitis
GI Issues	Nausea / Vomiting	Etc.

V. Pharmacy Proposal: *Imagine360 Rx*

miCare remains committed to helping the WVHA Board manage healthcare expenses while maintaining a high-quality member experience. To support this objective, we have developed a pharmacy solution that is projected to generate approximately $100,000 in annual savings.

Under the current model, pharmacy spend is approximately **$442,500**. The proposed solution will improve member access while maintaining operational controls and is estimated to reduce costs to approximately **$341,000**.

Key benefits of the proposed pharmacy solution include:

- **Enhanced Member Convenience**: Members will no longer need to visit the clinic to obtain all medications. Instead, pharmacy benefits will be integrated directly onto their ID cards, allowing them to fill prescriptions at any participating retail pharmacy.

- **Extensive Pharmacy Network**: Members will have access to a nationwide network of more than 65,000 pharmacies, providing greater flexibility and convenience.

IV. Pharmacy Proposal: *Imagine360 Rx*

- **Mail-Order Option:** Members may elect to receive medications through home delivery, enabling prescriptions to be shipped directly to their residence.

- **No Changes to the Formulary:** The formulary will remain unchanged, ensuring no disruption to medication access, treatment plans, or member compliance.

- **Consistent Clinical Controls:** All existing operational controls will remain in place, resulting in a seamless transition with no impact on current processes.

- **Expanded Prescribing Access:** Prescriptions may continue to be written by specialists, miCare providers, and Recuro providers, ensuring continuity of care and provider flexibility.

- **Dedicated Pharmacy Support:** Members will have access to a comprehensive pharmacy support team to assist with questions, medication fulfillment, prior authorizations, and other service-related needs.

This proposal delivers meaningful cost savings while enhancing convenience, preserving member access to medications, and maintaining the operational safeguards currently in place.



Getting the care you need could be more affordable than you think

Ask about the **WVHA HealthCard**

Scan the QR code to learn more, or call ***(386) 232–2055.***

westvolusiahospitalauthority.org

HOW TO GET YOUR WVHA HEALTHCARD

A few simple steps can help you get started.

1

COMPLETE THE FORMS

- WVHA HealthCard **Application Form**
- WVHA HealthCard **Assessment Form**

All adults 18+ in your household need to complete the assessment form.

2

GATHER YOUR DOCUMENTS

- Proof of **residency**
- **Photo ID**
- Proof of **income and assets**
- Proof of **Medicaid application** and **denial letter**
- Proof of **Affordable Care Act** application

3

SUBMIT YOUR APPLICATION

The House Next Door will contact you to **schedule an appointment** and continue the enrollment process.

WHERE CAN I USE MY HEALTHCARD?

The WVHA HealthCard helps **eligible residents access healthcare services through participating WVHA providers.**

Scan for more information or visit:
westvolusiahospitalauthority.org/partners

NEED HELP APPLYING?

You do not have to figure it out alone**. The House Next Door** can help answer questions, and guide you through the next step.

(386) 232-2055

114 S. Alabama Avenue
DeLand, FL 32724

westvolusiahospitalauthority.org

WVHA HealthCard

Affordable healthcare access for eligible West Volusia residents



What is the WVHA HealthCard?

The West Volusia Hospital Authority HealthCard helps **qualified low-income residents access healthcare services** through participating providers.

What services are available?

- Primary care
- Specialist care
- Urgent care
- Emergency room care
- Prescription medication
- Imaging
- Other hospital services

Could the HealthCard help you?

Scan the **QR code** to learn more about the WVHA HealthCard, or call The House Next Door at **(386) 232–2055** for information and application assistance.

westvolusiahospitalauthority.org

WVHA Public Awareness Campaign

Final Report

October 8, 2026

Results through October 7, 2026 — to be updated following contract completion on November 30, 2026



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1. Executive Summary

Since the WVHA public awareness and outreach project began in April 2026, Applichat has developed and implemented a range of outreach and communications activities to increase awareness of WVHA and help eligible residents understand and access the HealthCard.

Paid advertising launched on July 8, 2026. Across its first three months, the campaign reached 52,611 accounts in the West Volusia region, generated 180,055 impressions across static and video ads, and drove 2,622 website sessions. Static ads recorded 3,281 clicks. Video advertising was introduced in Month 3, recording 190 ThruPlays and expanding the campaign's approach to engaging and educating West Volusia residents.

Alongside paid advertising, activities have included Spanish-language translation, partner engagement, HealthCard website and interest form improvements and video production.

This report summarizes materials produced and distributed, digital outreach and video engagement, geographic coverage and outreach locations and outcomes to date. It also identifies priorities for the remainder of the contract. Following the contract's conclusion on November 30, 2026, this report will be updated to include final results, additional activities, insights, and recommendations.

2. Project Outcomes and Campaign Results

Applichat has developed and implemented a coordinated public awareness and outreach campaign combining paid advertising, Spanish-language outreach, partner engagement, website and interest form improvements, social media, and video production.

Campaign materials produced include 23 static advertising creatives, six organic social media carousel graphics, a HealthCard double-sided flyer and a poster, and three videos: a student-focused clip, an introductory WVHA video featuring Chair Ford, and an animated HealthCard explainer.

The flyer and poster have been submitted for Board review at the October 15 meeting. Community distribution is planned by mid-November, subject to Board approval.

2.1 Campaign Strategy and Audience Development

Applichat developed the WVHA Outreach Campaign Strategy Report, providing the strategic foundation for campaign messaging, audience targeting, paid advertising, community outreach, social media, print materials, website pathways, partner engagement, and video.

The strategy includes tailored messaging for four priority audiences in West Volusia:

- Spanish-speaking residents.
- People experiencing homelessness.
- Students and young adults.
- Older unemployed adults.

These groups may have different questions and reasons for seeking healthcare assistance. Tailoring the messages for specific groups allows the campaign to address those differences rather than relying on a single message for all residents.

2.2 Paid Advertising Results

Campaign Period: July 8–October 7, 2026

Paid advertising launched on July 8, 2026, to increase awareness of the WVHA HealthCard and direct residents in the West Volusia region to information about eligibility and accessing healthcare.

Spanish-language advertising was introduced in Month 2, providing HealthCard information in residents' preferred language. Video advertising followed in Month 3, adding another format for communicating campaign messages. Static-image and video results are reported separately to reflect their different objectives and engagement measures.

Static Image Campaign:

Metric Category	Results Month 1	Results Month 2	Results Month 3	Total
Impressions	47,280	71,710	42,676	**161,666**
Reach	20,423	26,327	18,367	**41,709**
Clicks	1,006	1,423	852	**3,281**
Click-Through Rate (CTR)	English: 2.13% Spanish: N/A	English: 2.23% Spanish: 1.65%	English: 2.07% Spanish: 1.87%	**English: 2.17%** **Spanish: 1.73%**

**Note:* Total reach is based on unique accounts reached during the full campaign period; some people may have been reached in multiple months or in both the Spanish and English campaigns.*

Month 3 static-image delivery was lower than in Month 2 as a portion of the advertising budget was shifted to support the launch of the video campaign.

Video Campaign: October 1–7, 2026

Video advertising featuring all three campaign videos began on October 1 and is still in its early stages. Initial delivery is focused on a broad audience across the West Volusia region to build general awareness of WVHA and the HealthCard.

Metric Category	Results Month 3
Impressions	18,389
Reach	13,685
Video ThruPlays (*views lasting at least 15 seconds)*	190
ThruPlay Rate	1.03%

As the campaign develops, targeting will be refined, with a greater focus on encouraging HealthCard inquiries and interest-form submissions, consistent with the static-image campaign's approach.

Top Performing Ads:

The following observations draw on campaign results to date. Only ads with more than 1,000 impressions were included to reduce the influence of small samples, where a few clicks can produce a misleadingly high click-through rate. Spanish-language ads were included in the overall CTR analysis but did not rank among the five highest-performing qualifying ads. Student and unhoused audience creatives recorded the highest click-through rates among the qualifying ads reviewed, followed by older-adult messaging.

Image	Image / headline	Audience category	CTR (all)
	Young woman — "You might qualify for the WVHA HealthCard and not even know it."	Students and young adults	2.66%
	Middle-aged woman pointing — "Find out if you qualify for the WVHA HealthCard."	People experiencing homelessness	2.62%
	Healthcare worker and older woman — "Out of Work? A HealthCard could help you access healthcare."	Older unemployed adults	2.39%

Image	Image / headline	Audience category	CTR (all)
	Family outdoors — "The WVHA HealthCard helps cover care for eligible residents."	Family - English Language Version	2.19%
	Healthcare worker and patient — "No matter your housing situation, healthcare should be within reach."	People experiencing homelessness	2.15%

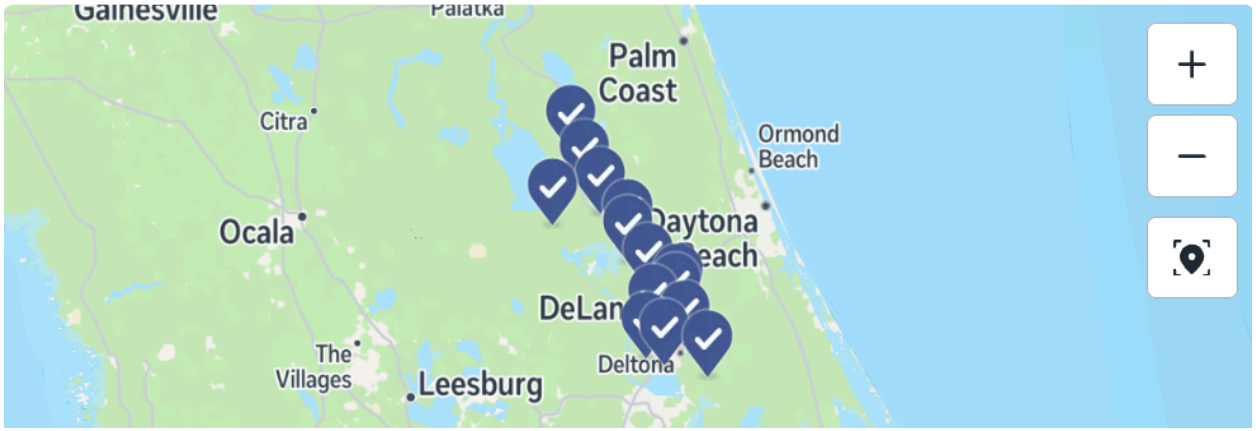
Common features offer useful directions for future creative testing:

- Audience-specific relevance: Strong-performing ads addressed several audience groups and life circumstances, supporting continued testing of tailored messaging.
- Eligibility-led messaging: Invitations such as "You might qualify" and "Find out if you qualify" feature prominently among the strongest performers, encouraging residents to explore their options.
- Reassuring tone and simple next steps: The ads emphasize available support and encourage residents to learn more or check eligibility.

- People-focused photography: Individual portraits and supportive healthcare interactions give the creative a human, approachable feel.
- Bold, simple design: Large headlines, distinct blue-and-green colour blocks, and limited competing elements help make the main message easy to scan.

Geographic Targeting and Reach:

The campaign uses specific location targeting to keep campaign spending focused on reaching the communities WVHA serves.



Across the static and video advertising campaigns, advertising reached 52,611 unique accounts within the campaign's West Volusia geographic targeting. This is equivalent to approximately 19–22.5% of Meta's estimated potential audience within the target areas of 234,100–275,400 accounts. The reporting available on Meta does not provide a reach breakdown for each individual location, so results are reported collectively for the West Volusia region.

Website:

Metric	Results since July 8, 2026
Website sessions from paid social advertising	2,622 (51.94%)
Website sessions from organic search	1,255 (24.86%)
Direct website sessions	858 (17.00%)
Other Sources	313 (6.20%)
Total website sessions	**5,048**

Since the campaign launched on July 8, 2026, paid social advertising has generated 2,622 website sessions, accounting for 51.94% of the 5,048 total sessions recorded during this period. This made paid social the largest source of website traffic, ahead of organic search (24.86%) and direct visits (17%). These results highlight the campaign's contribution to bringing visitors to the WVHA website, where they can learn about the HealthCard, review eligibility information, and explore next steps.

During the same period, website tracking recorded 29 unique users interacting with the short interest form. This activity includes visitors from all website traffic sources, including paid advertising, organic search, and direct visits, and cannot be attributed solely to the advertising campaign.

Key Observations:

- Reach across West Volusia: Paid advertising has reached 52,611 accounts within the campaign's geographic targeting, approximately 19–22.5% of Meta's estimated potential audience. This represents a share of Meta's estimated audience, not the region's population.
- Paid social is the leading source of website traffic: Since July 8, paid social advertising has generated 2,622 website sessions—51.94% of all website sessions—ahead of organic search (24.86%) and direct visits (17%).

- Residents are engaging with the interest form: Website tracking recorded 29 unique users interacting with the short interest form. This includes visitors from all traffic sources and cannot be attributed solely to paid advertising.
- Eligibility-led messages performed well: Clear eligibility messages, recognizable life circumstances, and simple next steps offer useful directions for further creative testing.

2.3 HealthCard Website and Interest Form

Early in the campaign, Applichat identified that the existing HealthCard journey, which involved completing two separate forms, could create friction for residents arriving through paid advertising.

Applichat therefore supported the introduction of a simpler HealthCard interest form as an initial step and also supported its translation into Spanish.

Applichat gathered feedback from HealthCard partners, including Rising Against All Odds and The House Next Door, to better understand residents' questions, concerns, and hesitations about submitting the form. Based on this feedback, Applichat recommends clarifying:

- Whether submitting the form commits someone to anything.
- Whether documentation such as ID or proof of income is required at this stage.
- How personal information is handled.
- What happens after the form is submitted.

These recommended improvements have not yet been implemented.

2.4 Social Media Management

Applichat has begun developing WVHA's organic social media presence alongside the paid campaign.

Activities completed to date have included:

- Restoring access to WVHA's older Facebook account so it can be removed and users can be directed to WVHA's current account.
- Publishing initial Instagram content explaining the HealthCard and eligibility.

Next steps include:

- Finalizing and publishing partner spotlight posts featuring True Health and other HealthCard partners once they provide the requested photos and information.
- Publishing the campaign videos as organic social media posts.

2.5 Video, Photography, and Media Production

Applichat coordinated a video shoot with Chair Ford and a videographer, producing two videos for the campaign: a short, engaging clip aimed at students, and a slightly longer introductory video for WVHA that highlights the HealthCard and provides context on the relatively small amount of local tax funding it receives.

The shoot also produced 22 photographs of the MiCare clinic and surrounding West Volusia area, creating an additional library of locally relevant images for use across campaign materials, the website, and other outreach.

Applichat also developed an animated HealthCard explainer video focused on what happens after someone expresses interest, helping residents understand the process and what to expect.

Applichat developed the supporting advertising copy and published the videos on Meta. During the setup of the YouTube campaign, Google requested proof of WVHA's authorization to advertise the HealthCard program under Google's government services policy. Applichat submitted the requested form and supporting documentation. The YouTube campaign remains pending Google's review.

2.6 Physical and Community-Based Outreach

Applichat developed a HealthCard flyer and poster and has submitted both for Board review at the October 15 meeting. The list of community distribution locations across West Volusia is being finalized, with distribution planned by mid-November, subject to Board approval of the materials.

The materials provide a simple overview of what the HealthCard is, who it is for, and how residents can express interest or begin the application process. They also include a QR code directing residents to the WVHA website for more information and next steps.

This outreach is intended to reach residents who may not encounter the digital campaign and provide another way to connect people with HealthCard information across West Volusia.

3. Next Steps

The remaining campaign period will focus on completing planned outreach activities, addressing outstanding approvals and partner feedback, and building on the findings from the campaign to date.

The next steps are to:

- Progress the planned video campaign: Build on the initial awareness stage by introducing more targeted Meta video advertising designed to encourage HealthCard inquiries and interest-form submissions.
- Follow up on Google's YouTube ad review: Monitor Google's response to the form and supporting documentation Applichat submitted to verify WVHA's authorization to advertise the HealthCard program under Google's government services policy.
- Distribute flyers and posters: Finalize community distribution locations and coordinate distribution by mid-November, subject to Board approval of the materials and any required next steps following the October 15 Board meeting.

- Strengthen organic outreach: Finalize and publish partner spotlight content featuring True Health, The House Next Door, Rising Against All Odds, and other HealthCard partners as the requested materials are received.
- Complete the updated final report: Following the current agreement's conclusion on November 30, consolidate campaign results, materials produced and distributed, outreach locations, use of project funds, partner feedback, and key lessons learned.
- Update the proposed continuation plan: Prepare an updated proposed Phase 2 plan for the November 19 Board meeting, including revisions to ensure videos reflect the wider West Volusia region rather than centering on DeLand, with greater emphasis on HealthCard partners, particularly True Health.

From:	Nurez Madhany
To:	Stacy Tebo
Cc:	Selenita Delgado, MPH; Theodore Small
Subject:	Signed First Amendment & Exhibit A
Date:	Tuesday, October 6, 2026 4:00:10 PM
Attachments:	true_health_logo-removebg-preview_1b89c3c4-2fd8-4e74-9eaa-b3b1ec066399.png 1_sm_fb_54a3f780-aecc-4553-9f38-1e304c73bae1.png 1_sm_linkedin_62ce08ef-9203-4bc1-a2b9-094e51eb72c5.png instagrambrandpink_b079b5ad-86f2-4885-9da7-84544cce39cb.png x_32x32_4476656c-fb14-461d-b6f8-87c6c0b6b1ad.png WVHA--Agreements--True Health--2026-27 First Amendment Final.Partial.pdf True Health Sliding Scale Pricing.Correct.100626.wvha.pdf

Good afternoon.

Attached is the signed copy of the First Amendment and a revised Exhibit A.

The following three changes were made to Exhibit A:

1. Adding HGB A1C to the basic lab bundle.
2. Spelling correction of podiatria.
3. Removal of the sentence “Prices subject to change without notice / Precios sujetos a cambio sin previo aviso.”

Please add these to the packet and agenda for discussion and signature. Thank you.

My Best,
Nurez

Classified as Confidential

Nurez Madhany
Chief Operations Officer
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FIRST AMENDMENT TO THE WEST VOLUSIA HOSPITAL AUTHORITY – CENTRAL FLORIDA FAMILY HEALTH CENTER INC. DBA "True Health" FUNDING AGREEMENT 2026
("First Amendment")

This First Amendment is entered into as of the 24th day of September 2026, effective on October 1, 2026, between West Volusia Hospital Authority, a special taxing district, public body corporate and politic of the State of Florida in Volusia County, Florida (the "Authority") and CENTRAL FLORIDA FAMILY HEALTH CENTER, INC. dba "True Health" ("Grantee").

Whereas, Grantee and the Authority entered into THE WEST VOLUSIA HOSPITAL AUTHORITY –CENTRAL FLORIDA FAMILY HEALTH CENTER INC. DBA "True Health" FUNDING AGREEMENT 2026 dated March 19, 2026 (hereinafter the "Funding Agreement"); and

Whereas, Grantee and the Authority desire to continue with the Program under the Funding Agreement as amended in this First Amendment.

NOW THEREFORE, in consideration of the mutual promises and covenants contained herein, the parties agree that the Funding Agreement is amended as follows:

1. Paragraph 3 shall be amended and restated as follows:

   3. **Funding**. The Authority agrees to provide up to $65,000 (Sixty-five Thousand dollars) in Funding ("Funding Limit") through September 30, 2027 to facilitate the Program. Funding Limit was calculated by estimating 10 (ten) clinical encounters per day at an estimated average sliding scale rate of $80 dollars per visit plus $20 for any lab work needed. In addition, the Funding Limit includes an estimated 12 (twelve) mobile deployments, at dates and times mutually agreed to by the parties, at a rate of $2,500 per deployment. The actual fees per visit will be determined as set forth in Paragraph 4 and the actual number of mobile deployments will be decided after coordination and approval of the Authority's Board of Commissioners. ***Grantee acknowledges that the Authority has not approved additional funding, and there is no obligation of any kind on the part of the Authority to provide additional funding, for the Program, however Grantee may apply for additional funding consistent with Authority practices. Grantee agrees to continue to seek additional third-party funding for all of its programs, including this Program.***

2. Paragraph 4.2 shall be amended and restated as follows:

   4.2 Reimbursement Rate. Grantee shall be reimbursed on a fee-for-service basis pursuant to the sliding scale in Exhibit A. Grantee shall only use sliding scale "A-C" $40-80.00 for Primary Care Services and $20 for Laboratory Services for each "visit" by an Eligible Participant (as defined in Paragraph 5) who receives health care services from a health care professional working at the Facility. Laboratory Services shall be charged based on the providers orders. Basic labs as defined in the Pricing Model include CBC, CMP, Lipid, TSH, UA, and HIV will be $20. All other labs ordered will be charged based on the pricing model in Exhibit A. A visit as used herein shall mean the same as defined by the Florida Medicaid County Health

Department Clinic Services Coverage and Limitations Handbook, as revised. ("Handbook") (Currently, a primary care "visit" is defined as a single-day, face-to-face visit between a patient and any one or more of the following healthcare professional(s): medical physicians, osteopathic physicians, advanced registered nurse practitioners, physician assistants, registered nurses, licensed practical nurses. Immunization and non-primary care services are to be excluded from reimbursement.

3. Paragraph 4.2.7 shall be deleted and replaced with the Schedule in Exhibit A.

4. Paragraph 4.3 shall be amended and restated as follows:

4.3 The Authority shall only reimburse Grantee for Allowable Costs up to the Funding Limit. "Allowable Costs" shall be the amounts set for in the Grantee's sliding scale fee schedule in Exhibit A, which Grantee's Board has determined based on income and family size. If the proof of income is not provided by the Authority through the WVHA Enrollment Certifying Agent (currently The House Next Door), the parties agree that Allowable Costs shall be the full price for services as listed in Exhibit A, Fee scale F. Allowable Costs for Sports Physicals for students shall be a flat rate of $30.

5. Any term not defined herein shall have the same meaning as under the Funding Agreement.

6. The provisions of the Funding Agreement shall continue to control the relationship of the parties, except as specifically modified by the content of this First Amendment.

IN WITNESS THEREOF, the parties have executed this First Amendment as of the effective day and year set forth above.

WEST VOLUSIA HOSPITAL AUTHORITY

By:_____
Rakeem R. Ford, Its Chair
West Volusia Hospital Authority
P.O. Box 940
DeLand, FL 32721-0940
Date:

ATTEST
By: _____
Judy L Craig, Its Secretary

CENTRAL FLORIDA FAMILY HEALTH CENTER, INC
By:_____,
Janelle Dunn, Its Chief Executive Officer
Date:

ATTEST
By: Eugene Provan
_____, Its Secretary or Board Chairman (Circle one)

Exhibit A

True Health's Pricing Model

This pricing model provides a clear estimate of service costs and complies with the No Surprises Act, which ensures patients are informed of potential charges before their visit. If eligible, your fee will be determined based on your household size and income. Rates are structured from Slide A to Slide F.

Este modelo de precios ofrece una estimación clara del costo de los servicios y cumple con la Ley de No Sorpresas, que garantiza que los pacientes estén informados sobre los posibles cargos antes de su visita. Si calificas, tu tarifa se determinará según el tamaño de tu hogar y tus ingresos. Las tarifas están estructuradas desde la escala A hasta la F.

Fee Scale Escala de Tarifas	Service/ Primary and Behavioral Health (inc. EKGs) Servicios/ Salud Primaria y de Conducta (incluye ECG)	Routine Laboratory with a physical include the following labs: CBC, CMP, Lipid, TSH, UA, HIV, HGB A1C (If needed) La tarifa de $20 del examen físico solo incluye estos laboratorios rutiranios CBC, CMP, Lipid, TSH, UA, HIV	Diagnostic Imaging (X-Rays, Non-Routine Laboratory, Procedures, Other Medicine Services, Medications, and Ultrasounds not included in visit. Diagnóstico por Imágenes (Rayos-X, No rutinarios laboratorios, Procedimientos, Otros Servicios Medicos, Medicamentos, Sonogramas/ Ultrasonidos) Adicional a la visita
Fee scale A – Escala de tarifa A	$40.00	$20.00	$70.00
Fee scale B – Escala de tarifa B	$60.00	$20.00	Greater of $71.00 or 30%
Fee scale C – Escala de tarifa C	$80.00	$20.00	Greater of $71.00 or 50%
Fee scale D – Escala de tarifa D	$100.00	$20.00	Greater of $71.00 or 70%
Fee scale E – Escala de tarifa E	$120.00	$20.00	Greater of $71.00 or 90%
Fee scale F – Escala de tarifa F	$250.00	$20.00	Full Rate

Pediatric School/Sport Physicals - Exámenes Físicos Escolares/Deportivos Pediátricos $30.00 Flat rate/Costo fijo
Flu Vaccine/ Vacuna contra la influenza $55.00 Flat rate/Costo fijo

Fee Scale Escala de Tarifas	Service: GYN, Podiatry, and Dental Servicio: Ginecologia, Podiatria y Dental	Diagnostic Imaging, Laboratory Services, Dental, X-Rays, Procedures, Ultrasounds Additional to visit Diagnóstico por Imágenes (Rayos-X, Sonogramas/ Ultrasonidos) Procedimientos, Adicional a la visita	OB Prenatal Care 1-12 wks. Cuidado Prenatal 1-12 sem.	OB Prenatal Care 13-40 wks. Cuidado Prenatal 13-40 sem.
Fee scale A – Escala de tarifa A	$70.00	$70.00	$1,050.00	$1,250.00
Fee scale B – Escala de tarifa B	Greater of $95.00 or 30%	Greater of $71.00 or 30%	$1,080.00	$1,360.00
Fee scale C – Escala de tarifa C	Greater of $129.00 or 50%	Greater of $71.00 or 50%	$2,160.00	$2,720.00
Fee scale D – Escala de tarifa D	Greater of $174.00 or 70%	Greater of $71.00 or 70%	$3,240.00	$4,080.00
Fee scale E – Escala de tarifa E	Greater of $237.00 or 90%	Greater of $71.00 or 90%	$4,320.00	$5,440.00
Fee scale F – Escala de tarifa F	Full Rate	Full Rate	$5,400.00	$6,800.00

Fee Scale – Escala de tarifa	Contraceptive devices (IUD/Nexplanon) and DMEs additional to visit - Not included in Sliding Fee Scale. Métodos anticonceptivos (DIU/Implante) y Equipo Médico Durable es adicional a la visita
Does Not Slide	Varies based on cost of device / Depende del Costo del dispositivo

Revised Date: 09/2026

WEST VOLUSIA HOSPITAL AUTHORITY

FINANCIAL STATEMENTS

SEPTEMBER 30, 2026

JAMESMOORE

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 September 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.

James Moore & Co., P.L.

DeLand, Florida
October 15, 2026

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

ASSETS

Ameris Bank - operating	$ 3,501,315
Ameris Bank - MM	4,320,093
Ameris Bank - payroll	28,167
Mainstreet Community Bank - EBMS operational escrow	200,000
Mainstreet Community Bank - MM	8,156,793
Surety Bank - MM	1,675,656
Prepaid items and deposits	6,500
Total Assets	$ 17,888,524

FUND BALANCE

Total Fund Balance	$ 17,888,524

See accountants' compilation report.

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

	One Month Period Actual	Year to Date Actual	Annual Budget	Amount Remaining Budget Balance	Percent Budget Used
Revenues					
Ad valorem taxes	$ 18,806	$ 19,497,414	$ 19,200,000	$ (297,414)	102%
Interest income	35,268	597,279	400,000	(197,279)	149%
Other income	2,860	278,501	34,333	(244,168)	811%
Total revenues	56,934	20,373,194	19,634,333	(738,861)	104%
Expenditures					
Healthcare expenditures					
Statutorily Mandated Expenditures					
County Medicaid Tax	338,505	4,062,060	4,062,060	-	100%
H C R A - In County	-	27,766	400,000	372,234	7%
H C R A - Outside County	-	2,546	400,000	397,454	1%
Total Statutorily Mandated Expenditures	338,505	4,092,372	4,862,060	769,688	84%
All Other Healthcare Expenditures					
Specialty Care Services					
Specialty Care - ER	7,277	78,998			0%
Specialty Care - Non-ER	215,277	3,984,203			0%
Total Specialty Care Services	222,554	4,063,201	4,500,000	436,799	90%
Hospitals					
Halifax Hospital	-	1,105,176			0%
AdventHealth	-	2,094,824			0%
Total hospitals	-	3,200,000	3,200,000	-	100%
Primary Care	156,361	2,640,694	2,500,000	(140,694)	106%
Emergency Room Care	19,817	968,861	1,000,000	31,139	97%
Pharmacy	41,680	526,044	700,000	173,956	75%
SMA - Residential Treatment	-	550,000	550,000	-	100%
Rising Against All Odds	18,825	230,625	249,801	19,176	92%
Florida Dept of Health Dental Svcs	11,812	164,716	165,000	284	100%
SMA - Baker Act - Match	-	150,000	150,000	-	100%
The Neighborhood Center	2,025	93,619	125,000	31,381	75%
Hispanic Health Initiatives	7,600	78,450	100,000	21,550	78%
SMA - Psychiatric Outpatient	5,099	80,564	90,000	9,436	90%
Community Legal Services	6,162	77,057	88,500	11,443	87%
Life-Spire Community Services, Inc.	2,306	5,405	74,500	69,095	7%
True Health	-	12,240	55,000	42,760	22%
The House Next Door	5,302	38,774	45,000	6,226	86%
Easterseals Northeast Central FL	-	-	15,000	15,000	0%
Other Healthcare Expenditures	-	-	218,607	218,607	0%
Total healthcare expenditures	838,048	16,972,622	18,688,468	1,715,846	91%
Personnel services					
Regular salaries and wages	5,964	71,385	71,564	179	100%
FICA	457	5,524	5,475	(49)	101%
Retirement	821	9,182	10,756	1,574	85%
Life and Health Insurance	1,000	11,876	12,000	124	99%
Workers Compensation Claims	-	6,752	25,000	18,248	27%
Total personnel services	8,242	104,719	124,795	20,076	84%

See accountants' compilation report.

WEST VOLUSIA HOSPITAL AUTHORITY
STATEMENT OF REVENUES AND EXPENDITURES BUDGET AND ACTUAL - MODIFIED CASH BASIS
FOR THE ONE MONTH AND TWELVE MONTHS ENDED SEPTEMBER 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	246	700,836	650,000	(50,836)	108%
City of DeLand Tax Increment District	-	184,837	165,000	(19,837)	112%
Total Locally Mandated Fees	246	885,673	815,000	(70,673)	109%
TPA Services (EBMS)	-	398,538	500,000	101,462	80%
Application Screening - THND	36,904	406,319	445,008	38,689	91%
General Accounting - Recurring	10,000	100,000	119,658	19,658	84%
Building Repairs	20,462	103,786	100,000	(3,786)	104%
Application Screening - RAAO	6,528	75,264	97,742	22,478	77%
Legal Counsel	6,630	79,560	79,560	-	100%
Healthy Communities Kid Care Outreach	5,405	65,059	72,202	7,143	90%
Advertising	9,882	32,165	50,000	17,835	64%
Audit	-	22,500	22,500	-	100%
General Accounting - Nonrecurring	-	-	15,000	15,000	0%
Other Operating Expenditures	1,339	58,785	59,400	615	99%
Total other expenditures	97,396	2,227,649	2,376,070	148,421	94%
Total expenditures	943,686	19,304,990	21,189,333	1,884,343	91%
Excess (deficiency) of revenues over expenditures	$ (886,752)	$ 1,068,204	$ (1,555,000)	$ (2,623,204)	-69%

See accountants' compilation report.