



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

AGENDA

Thursday, December 10, 2020 – 12:00 PM

ON MARCH 16, 2020, GOVERNOR GREG ABBOTT TEMPORARILY SUSPENDED PART OF THE TEXAS OPEN MEETINGS ACT TO HELP MITIGATE THE SPREAD OF COVID-19. SPECIFICALLY, THIS AMENDMENT ALLOWS FOR LOCAL GOVERNMENTS TO CONVENE VIRTUALLY SO LONG AS MEMBERS OF THE PUBLIC ARE PROVIDED A MEANS BY WHICH THEY CAN HEAR AND PROVIDE COMMENT TO THE GOVERNING BODY.

The Coastal Health & Wellness Governing Board will convene for its regularly scheduled December meeting by utilizing Zoom, which will allow for Board members and the public alike to partake in and/or view the meeting either online or over the phone.

CONNECTING VIA INTERNET:

Access the URL: <https://us02web.zoom.us/j/477078265> Meeting Password:442265

1. An automated prompt should appear on your screen; when it does, click “Open Zoom Meetings”
2. If you would prefer to use your computer for audio connection, please do the following:
 - a. When prompted, select “Join Audio”
 - b. Another popup box will appear, select the tab, “Computer Audio”
 - c. Now click the box stating, “Join with Computer Audio.” Your connection to the meeting will be automatically established upon doing so.
3. If you would prefer to utilize a phone for your audio connection, please do the following:
 - a. Mute your computer’s volume;
 - b. When prompted, select “Join Audio”
 - c. Another popup box will appear, select the tab, “Phone Call”
 - d. You will be presented with a Dial-In, Audio Code, and Participant ID. Call the Dial-In number from your phone and follow the subsequent voice prompts. Your connection to the meeting will be automatically established upon doing so.

CONNECTING VIA PHONE (AUDIO ONLY):

1. Dial 346-248-7799
2. You will be prompted to enter the Meeting ID, which is 477 078 265 # Meeting Password:442265
3. Finally, you will be instructed to enter your Participant ID. When this occurs, merely select the pound (hashtag) key without entering any numbers. Your connection to the meeting will be automatically established upon doing so.

CONSENT AGENDA: ALL ITEMS MARKED WITH A SINGLE ASTERICK (*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

REGULARLY SCHEDULED MEETING

Meeting Called to Order

- *Item #1ACTION.....Agenda
- *Item #2ACTION.....Excused Absence(s)
- *Item #3ACTION.....Consider for Approval Minutes from November 9, 2020 Governing Board Special Meeting
- *Item #4ACTION.....Receive and File Informational Report
 - a) Proposed 2021 Board Meeting Dates

- Item #5Executive Reports
 - (a) Executive Director
 - (b) Medical Director
 - (c) Dental Director

- Item #6**ACTION**.....Consider for Approval October 2020 Financial Report

- Item #7**ACTION**.....Consider for Approval Coastal Health & Wellness Fund Balance Reserve as of September 30, 2020

- Item #8**ACTION**.....Consider for Approval Coastal Health & Wellness Risk Management Plan

- Item #9**ACTION**.....Consider for Approval Coastal Health & Wellness Credit Card and Refund Policy

- Item #10**ACTION**.....Consider for Approval Coastal Health & Wellness Charge Capture Policy

- Item #11**ACTION**.....Consider for Approval Coastal Health & Wellness Payment Posting Policy

- Item #12**ACTION**.....Consider for Approval Re-Privileging Rights for Cynthia Ripsin, MD

- Item #13**ACTION**.....Consider for Approval Re-Privileging Rights for UTMB Resident Angela Abouassi, MD

- Item #14**ACTION**.....Consider for Approval Privileging Rights for UTMB Resident
 - a) Yi Liang, MD

Next Regular Scheduled Meeting: January 29, 2021

Appearances before the Coastal Health & Wellness Governing Board

The Coastal Health & Wellness Governing Board meetings are conducted under the provisions of the Texas Open Meetings Act, and members of the public that wish to address the Board about an item presented on the agenda shall be offered three minutes to do so. The Board cordially requests that individuals desiring to make a such a statement notify the Board of their intention by writing their name on the sign-in sheet located at the Boardroom’s main entrance.

A citizen desiring to make comment to the Board regarding an item not listed on the agenda shall submit a written request to the Executive Director by noon on the Thursday immediately preceding the Thursday of the Board meeting. A statement of the nature of the matter to be considered shall accompany the request. The Executive Director shall include the requested appearance on the agenda, and the person shall be heard if he or she appears.

Executive Sessions

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov’t Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding

economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board
December 2020
Item#2
Excused Absence(s)**

- Dr. Thompson

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#3

Consider for Approval Minutes from November 9, 2020 Governing Board Special Meeting

**Coastal Health & Wellness
Governing Board
November 9, 2020**

Board Members

Conference Call:

Samantha Robinson
Milton Howard, DDS,
Virginia Valentino
Flecia Charles
Jay Holland
Elizabeth Williams
Dorothy Goodman

Staff:

Kathy Barroso, Executive Director
Cynthia Ripsin, MD
Mary Orange (phone)
Tikeshia Thompson Rollins
Amanda Wolff

Excused Absence: Barbara Thompson, MD

Unexcused Absence: Miroslava Bustamante and Victoria Dougharty

Items 1-3 Consent Agenda

A motion was made by Virginia Valentino to approve the consent agenda items one through three. Dorothy Goodman seconded the motion and the Board unanimously approved the consent agenda.

Item #4EXECUTIVE SESSION

The Coastal Health & Wellness Governing Board will enter into Executive Session as permitted under Chapter 551 of the Texas Government Code, pursuant to Section 551.074, *Personnel Matters*, specifically, to facilitate annual board member evaluations; and

Item #5EXECUTIVE SESSION

The Coastal Health & Wellness Governing Board will enter into Executive Session as permitted under Chapter 551 of the Texas Government Code, pursuant to Section 551.074, *Personnel Matters*, specifically, to evaluate the CHW Executive Director.

Item #6 Possible Action from Executive Session

Jay Holland made a motion to accept the Board and Executive Director evaluations as presented. Dorothy Goodman seconded the motion and the Board unanimously approved.

Item #7 Consider for Approval Coastal Health & Wellness Sliding Fee Schedule Policy

Mary Orange, Business Office Manager, presented proposed changes to the Sliding Fee Schedule Policy to the Board. A motion to accept the Sliding Fee Schedule Policy as presented was made by Virginia Valentino. Jay Holland seconded the motion and the Board unanimously approved.

Item #8 Consider for Approval Update to Coastal Health & Wellness No Show Policy

Kathy Barroso, Executive Director, presented proposed changes to the No Show Policy. Due to recent modifications in scheduling due to COVID-19, the policy was amended to issue a warning notice to patients who have no-showed for two consecutive appointments. In addition, Case Management staff will contact the patient about any barriers that may be impacting their ability to keep scheduled appointments. A motion to accept the No Show Policy as presented was made by Dr. Howard. Dorothy Goodman seconded the motion and the Board unanimously approved.

Item #9 Consider for Approval Privileging Rights for UTMB Resident Mohamed Faheid, MD

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for UTMB resident Mohamed Faheid, MD. A motion to accept privileging rights for UTMB resident Mohamed Faheid, MD was made by Virginia Valentino and seconded by Dr. Howard. The board unanimously approved the motion.

Item #10 Consider for Approval Privileging Rights for UTMB Resident Jessica Johnson, MD

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for UTMB resident Jessica Johnson, MD. A motion to accept privileging rights for UTMB resident Jessica Johnson, MD was made by Dr. Howard and seconded by Virginia Valentino. The board unanimously approved the motion.

Item #11 Consider for Approval Privileging Rights for UTMB Resident Haris Vakil, MD

Dr. Ripsin, Medical Director, asked the Board to consider for approval privileging rights for UTMB resident Haris Vakil, MD. A motion to accept privileging rights for UTMB resident Haris Vakil, MD was made by Dorothy Goodman and seconded by Flecia Charles. The board unanimously approved the motion.

Item #12 2019 Uniform Data System (UDS) Summary Report

Kathy Barroso, Executive Director, presented the 2019 Uniform Data System (UDS) summary report to the Board. The report summarized HRSA required data for CHW along with comparisons to state and national averages. Kathy informed the Board that the 2020 UDS report is due February 15, 2021.

The meeting was adjourned at 1:12p.m.

Chair

Date

Secretary/Treasure

Date

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#4

Receive and File Informational Report

- a) Proposed 2021 Board Meeting Dates

Governing Board 2021 Meeting Dates

January 28, 2021

February 25, 2021

April 1, 2021 (March Meeting)

April 29, 2021

May 27, 2021

July 1, 2021 (June Meeting)

July 29, 2021

August 26, 2021

September 30, 2021

October 28, 2021

November 18, 2021

December 9, 2021

**Governing Board
December 2020
Item#5
Executive Reports**

- a) Executive Report
- b) Medical Director
- c) Dental Director



COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#6

Consider for Approval October 2020 Financial Report

COASTAL HEALTH & WELLNESS

Governing Board



FINANCIAL SUMMARY

For the Period Ending

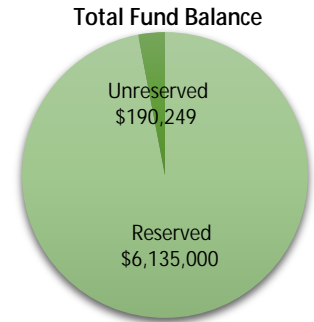
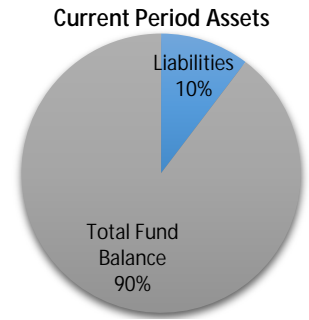
October 31, 2020

December 10, 2020

GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

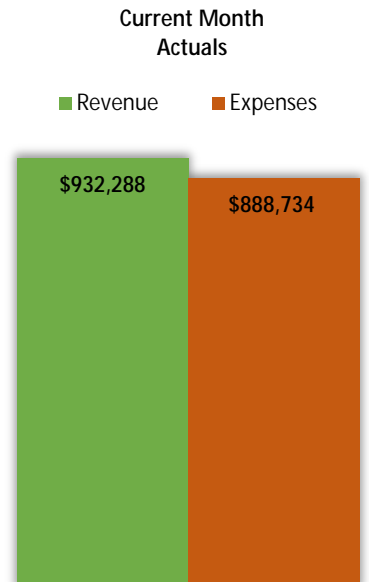
CHW - BALANCE SHEET as of October 31, 2020

	Current Month Oct-20	Prior Month Sep-20	Increase (Decrease)
ASSETS			
Cash & Cash Equivalents	\$6,361,903	\$6,171,614	\$190,289
Accounts Receivable	1,405,712	1,527,383	(121,672)
Allowance For Bad Debt	(949,622)	(924,012)	(25,610)
Pre-Paid Expenses	264,171	112,969	151,201
Due To / From	(27,567)	3,264	(30,832)
Total Assets	\$7,054,595	\$6,891,219	\$163,377
LIABILITIES			
Accounts Payable	\$114,315	\$97,154	\$17,161
Accrued Salaries	396,887	289,023	107,864
Deferred Revenues	218,145	223,348	(5,203)
Total Liabilities	\$729,347	\$609,525	\$119,822
FUND BALANCE			
Fund Balance	\$6,281,694	\$5,628,397	\$0
Current Change	43,555	653,297	(609,742)
Total Fund Balance	\$6,325,249	\$6,281,694	(\$609,742)
TOTAL LIABILITIES & FUND BALANCE	\$7,054,595	\$6,891,219	(\$489,920)



CHW - REVENUE & EXPENSES as of October 31, 2020

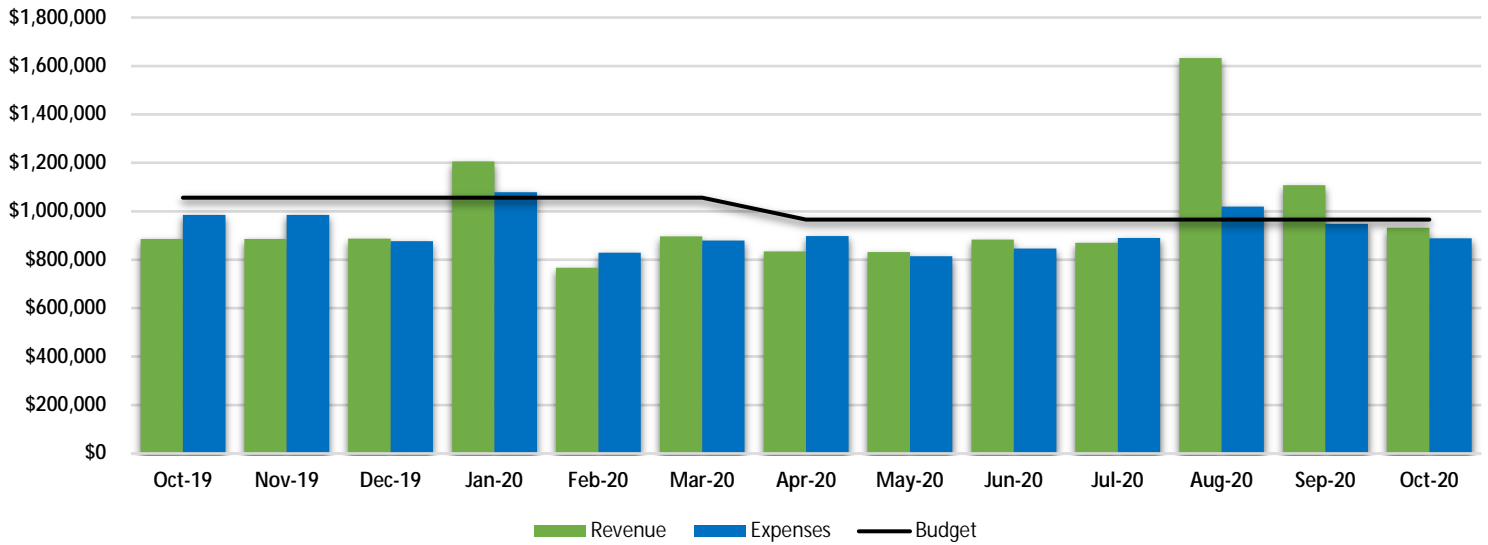
	Actual Oct-20	Budgeted Oct-20	PTD Budget Variance	YTD Budget Variance
REVENUE				
County Revenue	\$311,222	\$311,222	\$0	\$0
DSRIP Revenue	0	65,833	(65,833)	322,877
HHS Grant Revenue	366,340	260,617	105,723	775,114
Patient Revenue	244,678	317,112	(72,434)	(837,858)
Other Revenue	10,049	10,827	(778)	71,858
Total Revenue	\$932,288	\$965,611	(\$33,322)	\$331,991
EXPENSES				
Personnel	\$609,810	\$632,211	\$22,401	\$216,304
Contractual	80,027	70,723	(9,304)	119,078
IGT Reimbursement	0	25,747	25,747	(54,863)
Supplies	73,022	104,826	31,803	188,744
Travel	667	4,533	3,866	27,247
Bad Debt Expense	25,610	33,605	7,995	(9,166)
Other	99,597	93,966	(5,631)	(31,646)
Total Expenses	\$888,734	\$965,611	\$76,877	\$455,698
CHANGE IN NET ASSETS	\$43,555	\$0	\$43,555	\$787,688



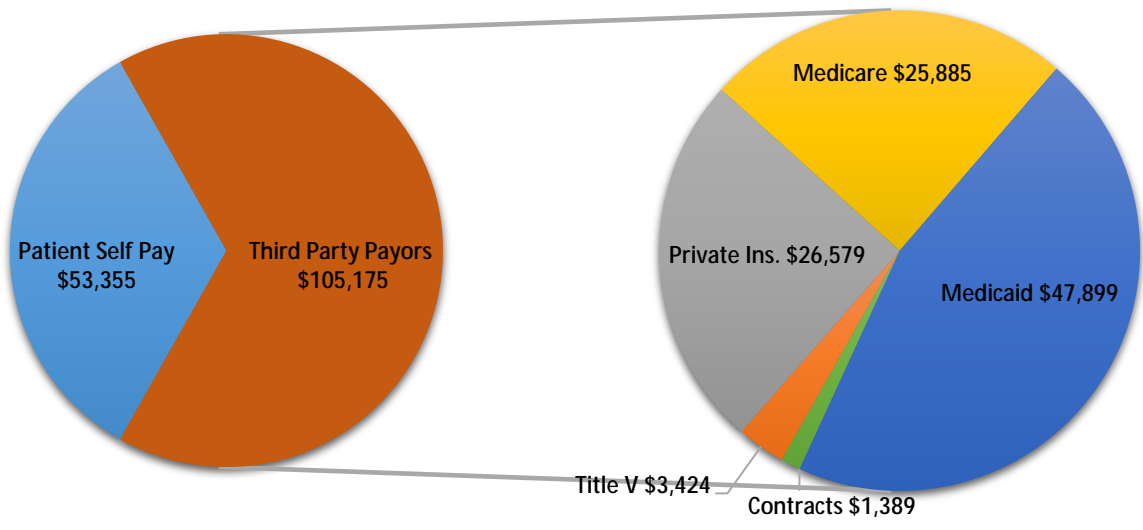
HIGHLIGHTS

- MTD Increase in Fund Balance of \$43,555.
- MTD revenues were (\$33,322) lower than budget. A negative variance in patient revenues of (\$72,434) due to fewer visits is offset by an increase in HHS Grant Revenue of \$105,723. DSRIP revenue budgeted across a 12 month period accounts for the negative variance of (\$65,833) while Other Revenue was close to budget.
- YTD Revenues were \$331,991 higher than budget. Decreases in visits account for (\$837,858) variance, which was offset by higher HHS Grant Revenue variance of \$775,114, Other Revenue variance of \$71,858 for items purchased and covered by Direct Relief funding, and DSRIP revenue variance of \$322,877 for funds received in August.
- MTD expenses were \$76,877 under budget. Savings were realized across Personnel, IGT, Supplies, Travel, and Bad Debt, which offset higher expenses in Contractual (\$9,304) and Other (\$5,631). Contractual expense are higher because of Locum Tenens used in HRSA Grant (\$13,410), and Other category includes expenses for ads for Open Enrollment (\$5,120) as well as payment for HIE subscription for 2019 (\$5,000).
- YTD Expenses were \$455,698 under budget. Savings were realized across all categories except Bad Debt, Other and IGT Reimbursement. IT equipment expenditures and covid-related dental equipment, ads for Open Enrollment, and payment for 2019 HIE contract account for the Other category negative budget variance of (\$31,646). Some of these expenses were offset by Direct Relief funding. IGT Reimbursement variance of (\$54,863) was offset by DSRIP Revenue, and Bad Debt is (\$9,166) over due to mid-year AR adjustment.
- YTD Increase in fund balance of \$43,555. Total Fund Balance of \$6,325,249 as of 10/31/2020.

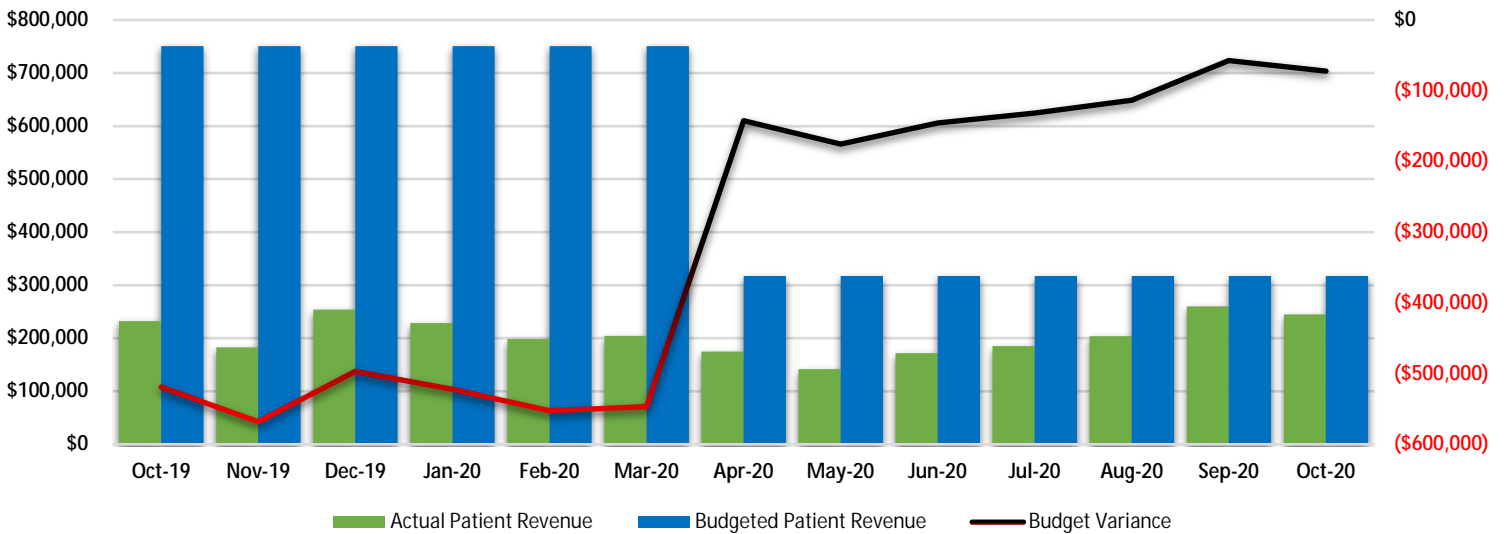
Actual Revenue & Expenses in Comparison to Budget



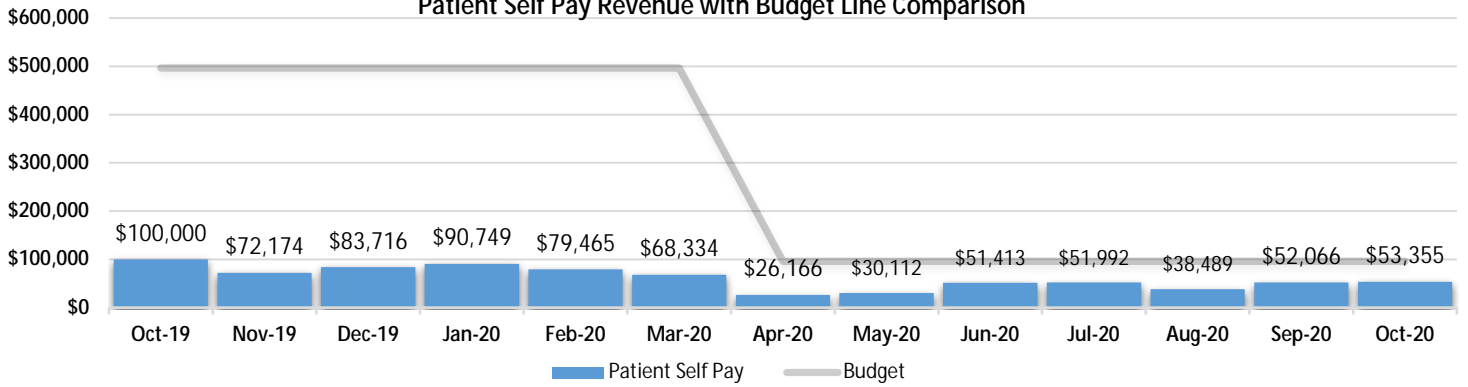
Current Period Patient Revenue with Third Party Payor Contributions Identified



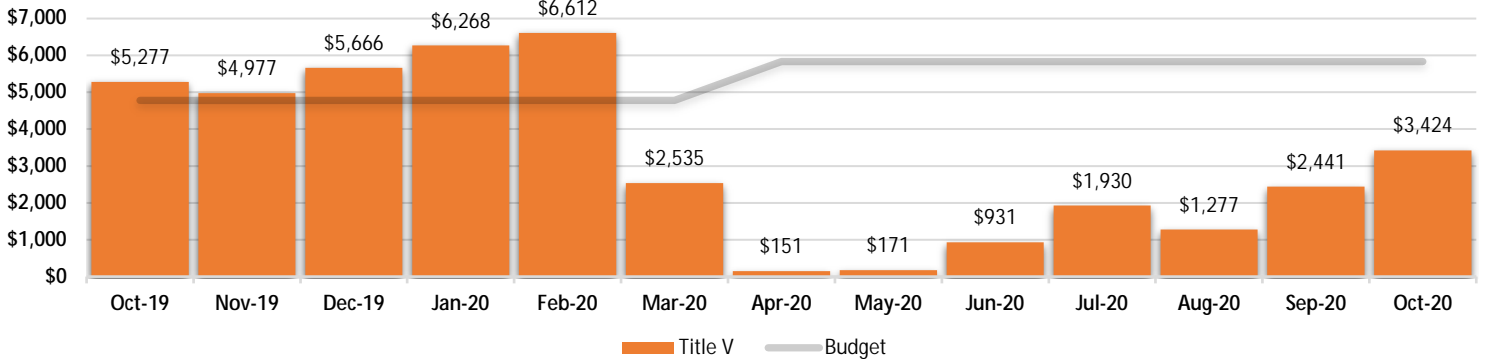
Actual Patient Revenue Rec'd vs Budget with Variance



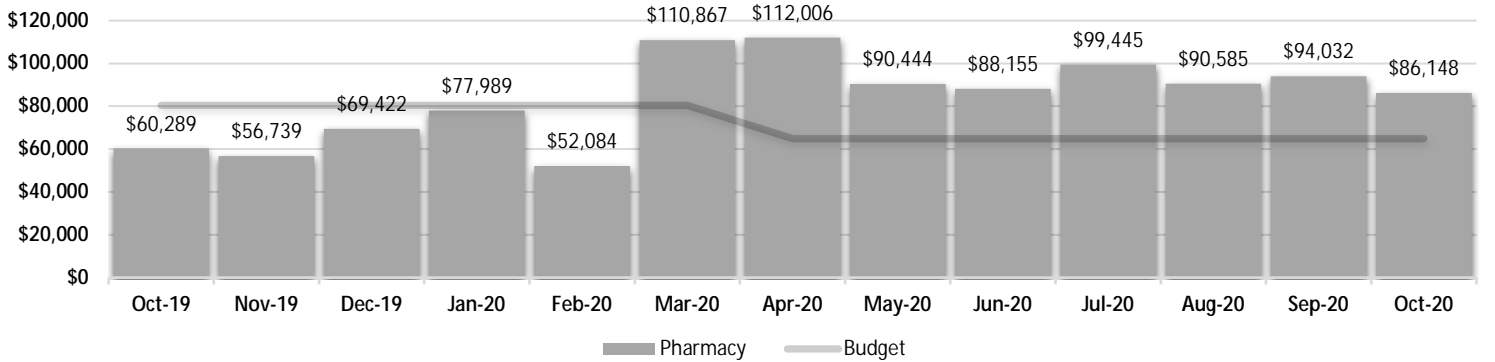
Patient Self Pay Revenue with Budget Line Comparison



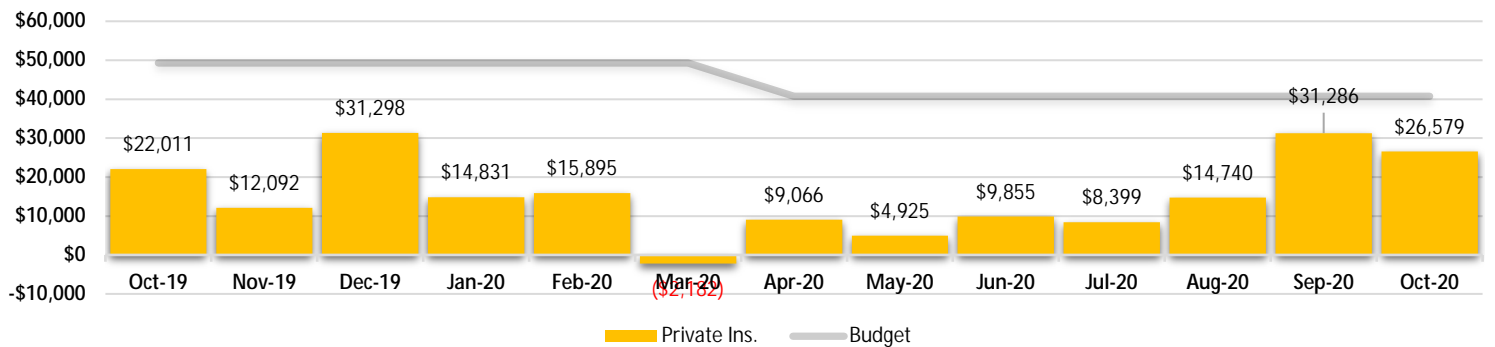
Title V Revenue with Budget Line Comparison



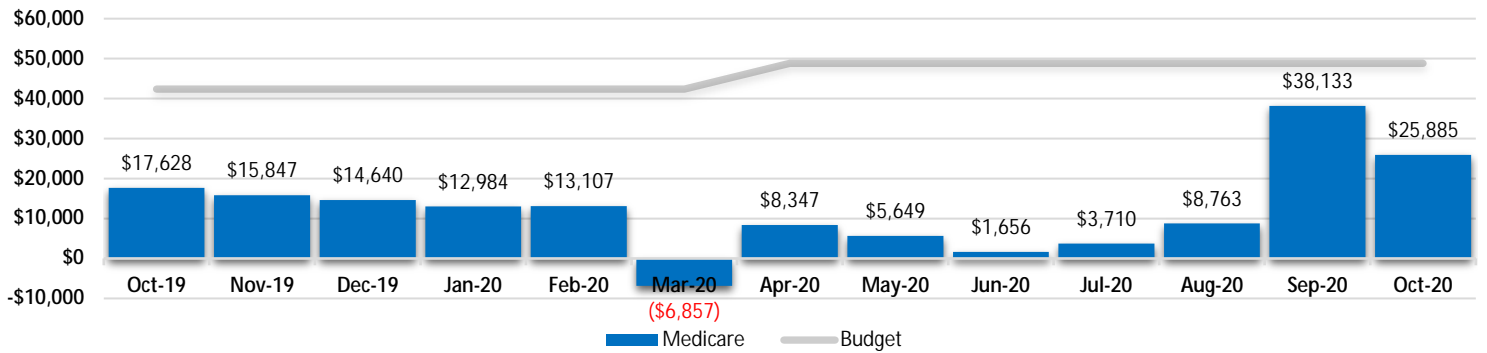
Pharmacy Revenue with Budget Line Comparison



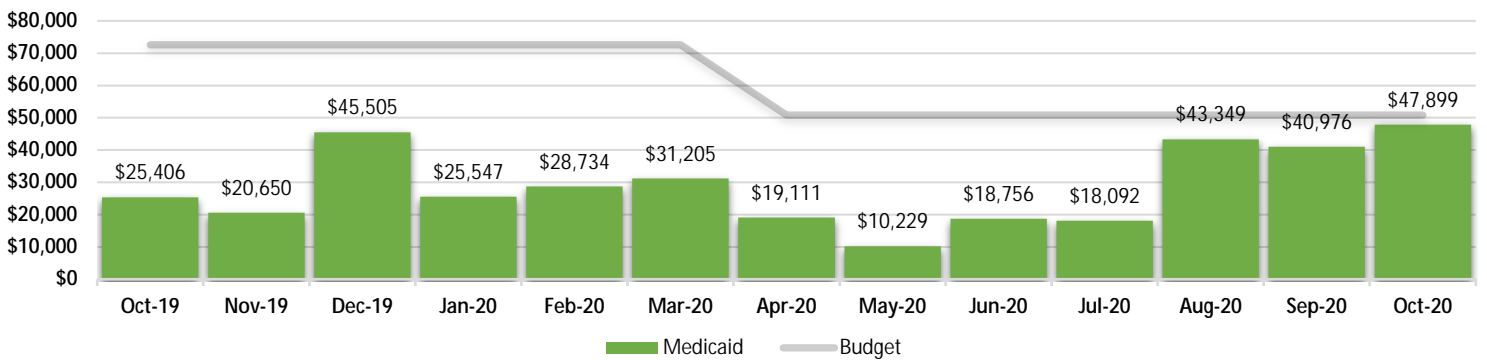
Private Insurance Revenue with Budget Line Comparison



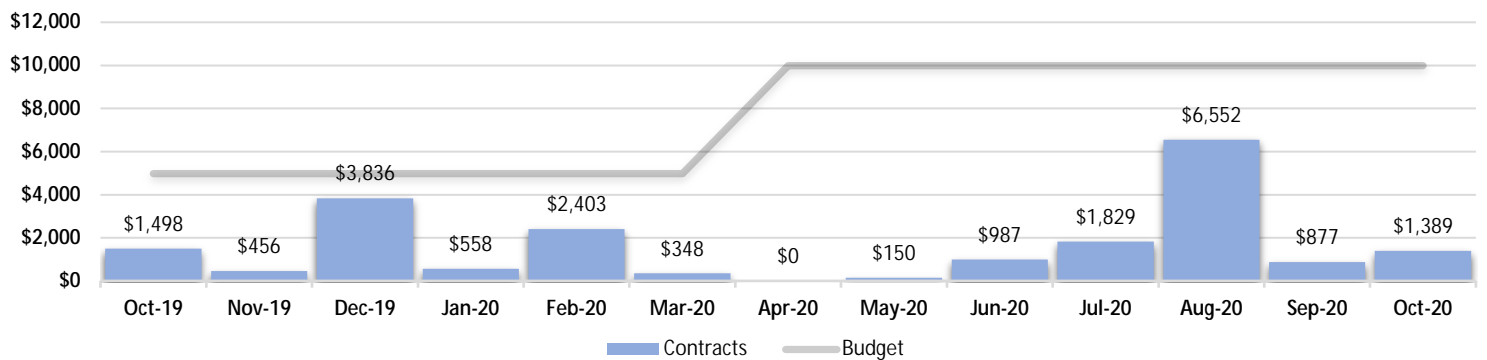
Medicare Revenue with Budget Line Comparison



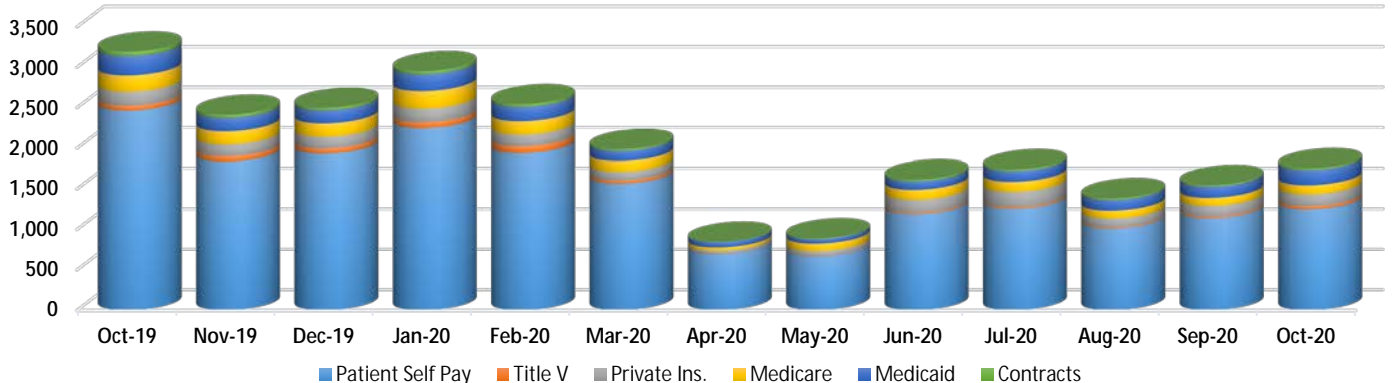
Medicaid Revenue with Budget Line Comparison



Contract Revenue with Budget Line Comparison



Total Number of Patient Visits

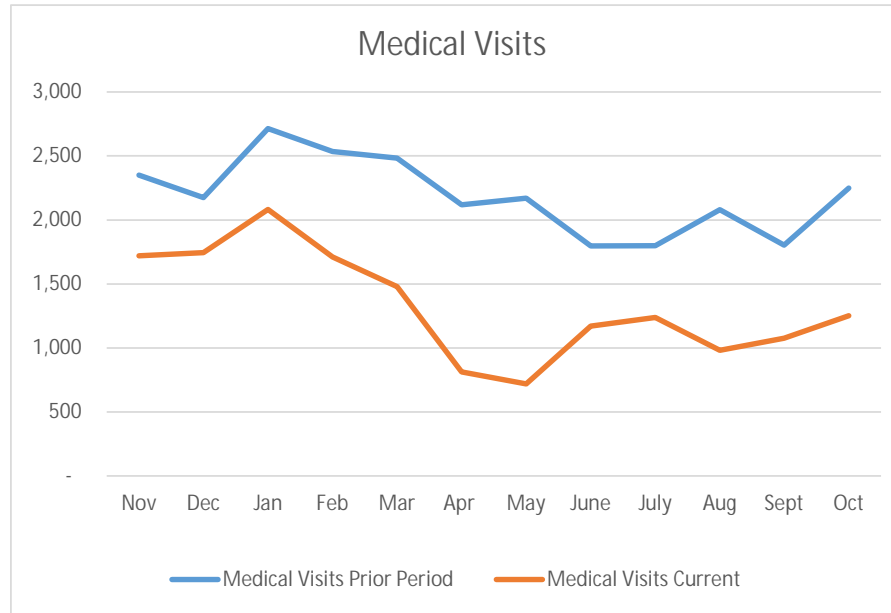


Coastal Health & Wellness								
Statement of Revenue and Expenses for the Period ending Oct 31, 2020								
		Period Ending	MTD	MTD Budget	YTD	YTD	YTD Budget	Annual
	Description	10/31/2020	Budget	Variance	Actual	Budget	Variance	Budget
Grouping	REVENUE							
HRSA	HHS GRANT REVENUE - Federal	\$362,487	\$260,617	\$101,871	\$2,546,549	\$1,824,317	\$722,232	\$3,127,400
	HHS GRANT REVENUE - BASE	\$251,260	\$260,617	(\$9,357)	\$1,783,638	\$1,824,317	(\$40,678)	\$3,127,400
	HHS GRANT REVENUE - SUD-MH	\$14,133	\$0	\$14,133	\$97,131	\$0	\$97,131	\$0
	HHS GRANT REVENUE - Care	\$0	\$0	\$0	\$18,432	\$0	\$18,432	\$0
	HHS GRANT REVENUE - QI 2019	\$2,800	\$0	\$2,800	\$5,788	\$0	\$5,788	\$0
	COVID Supplemental	\$6,487	\$0	\$6,487	\$66,476	\$0	\$66,476	\$0
	CARES ACT	\$69,939	\$0	\$69,939	\$536,362	\$0	\$536,362	\$0
	HHS GRANT REVENUE - ECT	\$17,869	\$0	\$17,869	\$38,721	\$0	\$38,721	\$0
HRSA	HHS Other Grant Revenue	\$3,852	\$0	\$3,852	\$52,882	\$0	\$52,882	\$0
Patient Rev	GRANT REVENUE - Title V	\$3,424	\$5,833	(\$2,409)	\$10,326	\$40,833	(\$30,507)	\$70,000
Patient Rev	PATIENT FEES	\$53,355	\$96,014	(\$42,659)	\$303,594	\$672,096	(\$368,503)	\$1,152,165
Patient Rev	PRIVATE INSURANCE	\$26,579	\$40,750	(\$14,171)	\$104,851	\$285,250	(\$180,399)	\$489,000
Patient Rev	PHARMACY REVENUE - 340b	\$86,148	\$64,874	\$21,274	\$660,815	\$454,118	\$206,697	\$778,488
Patient Rev	MEDICARE	\$25,885	\$48,826	(\$22,941)	\$92,142	\$341,781	(\$249,639)	\$585,910
Patient Rev	MEDICAID	\$47,899	\$50,828	(\$2,929)	\$198,412	\$355,793	(\$157,380)	\$609,930
Other Rev.	LOCAL GRANTS & FOUNDATIONS	\$1,351	\$1,351	\$0	\$121,921	\$9,455	\$112,466	\$16,208
Other Rev.	MEDICAL RECORD REVENUE	\$1,287	\$1,500	(\$214)	\$8,101	\$10,500	(\$2,400)	\$18,000
Other Rev.	MEDICAID INCENTIVE PAYMENTS	\$20	\$0	\$20	\$459	\$0	\$459	\$0
County	COUNTY REVENUE	\$311,222	\$311,222	\$0	\$2,178,556	\$2,178,556	\$0	\$3,734,667
DSRIP	DSRIP REVENUE	\$0	\$65,833	(\$65,833)	\$783,710	\$460,833	\$322,877	\$790,000
Other Rev.	MISCELLANEOUS REVENUE	\$0	\$0	\$0	\$6,691	\$0	\$6,691	\$0
Other Rev.	OTHER REVENUE - SALE OF FIXED ASSET	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Rev.	INTEREST INCOME	\$7,075	\$7,500	(\$425)	\$44,544	\$52,500	(\$7,956)	\$90,000
Patient Rev	CONTRACT REVENUE	\$1,389	\$9,987	(\$8,599)	\$11,784	\$69,911	(\$58,127)	\$119,848
Other Rev.	LOCAL FUNDS / OTHER REVENUE	\$317	\$476	(\$159)	\$2,082	\$3,332	(\$1,250)	\$5,712
Other Rev.	CONVENIENCE FEE	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other Rev.	Fund Balance	\$0	\$0	\$0	\$3,845	\$3,845	\$0	\$0
	Total Revenue	\$932,288	\$965,611	(\$33,321)	\$7,131,264	\$6,763,120	\$368,145	\$11,587,328
	EXPENSES							
Personnel	SALARIES	\$499,112	\$502,875	\$3,763	\$3,453,905	\$3,520,122	\$66,217	\$6,034,494
Personnel	SALARIES, Merit Compensation	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	SALARIES, PROVIDER INCENTIVES	\$0	\$6,500	\$6,500	\$750	\$45,500	\$44,750	\$78,000
Personnel	SALARIES, supplemental	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	SALARIES, O/T	\$4,650	\$3,750	(\$900)	\$13,036	\$26,250	\$13,214	\$45,000
Personnel	SALARIES, PART-TIME	\$17,080	\$15,788	(\$1,293)	\$88,559	\$110,513	\$21,954	\$189,451
Personnel	Comp Pay	\$0	\$0	\$0	\$0	\$0	\$0	\$0.00
Personnel	FICA EXPENSE	\$36,911	\$40,460	\$3,550	\$259,163	\$283,223	\$24,060	\$485,525
Personnel	TEXAS UNEMPLOYMENT TAX	\$529	\$1,113	\$584	\$16,390	\$7,792	(\$8,598)	\$13,357
Personnel	LIFE INSURANCE	\$1,422	\$1,285	(\$138)	\$10,315	\$8,994	(\$1,321)	\$15,418
Personnel	LONG TERM DISABILITY INSURANCE	\$1,045	\$1,206	\$161	\$7,564	\$8,445	\$881	\$14,477
Personnel	GROUP HOSPITALIZATION INSURANC	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	WORKER'S COMP INSURANCE	\$1,451	\$1,586	\$136	\$3,461	\$11,103	\$7,642	\$19,034
Personnel	EMPLOYER PAID HEALTH INSURANCE	\$30,332	\$40,108	\$9,775	\$225,030	\$280,753	\$55,722	\$481,290
Personnel	EMPLOYER SPONSORED HEALTHCARE	\$5,788	\$5,852	\$63	\$46,391	\$40,962	(\$5,429)	\$70,221
Personnel	HRA EXPENSE	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Personnel	PENSION / RETIREMENT	\$11,489	\$11,689	\$199	\$78,366	\$81,821	\$3,455	\$140,264
Contractual	OUTSIDE LAB CONTRACT	\$16,993	\$25,125	\$8,132	\$73,541	\$175,875	\$102,334	\$301,500
Contractual	OUTSIDE X-RAY CONTRACT	\$1,368	\$3,000	\$1,632	\$6,024	\$21,000	\$14,976	\$36,000
Contractual	MISCELLANEOUS CONTRACT SERVICES	\$38,309	\$16,543	(\$21,766)	\$161,814	\$115,801	(\$46,013)	\$198,516
Personnel	TEMPORARY STAFFING	\$0	\$0	\$0	\$6,242	\$0	(\$6,242)	\$0
Contractual	CHW CONTRACT BILLING SERVICE	\$7,622	\$8,000	\$378	\$28,492	\$56,000	\$27,508	\$96,000
IGT	IGT REIMBURSEMENT	\$0	\$25,747	\$25,747	\$235,095	\$180,232	(\$54,863)	\$308,969
Contractual	JANITORIAL CONTRACT	\$14,018	\$14,000	(\$18)	\$91,817	\$98,000	\$6,183	\$168,000
Contractual	PEST CONTROL	\$80	\$80	(\$0)	\$561	\$560	(\$1)	\$960
Contractual	SECURITY	\$1,637	\$3,975	\$2,338	\$13,733	\$27,825	\$14,092	\$47,700
Supplies	OFFICE SUPPLIES	\$7,845	\$6,883	(\$961)	\$36,072	\$48,183	\$12,111	\$82,600
Supplies	OPERATING SUPPLIES	\$18,958	\$21,900	\$2,942	\$201,857	\$153,300	(\$48,557)	\$262,800
Supplies	OUTSIDE DENTAL SUPPLIES	\$2,866	\$3,350	\$485	\$17,846	\$23,450	\$5,604	\$40,200
Supplies	PHARMACEUTICAL SUPPLIES	\$43,130	\$71,992	\$28,862	\$289,018	\$503,945	\$214,927	\$863,906
Supplies	JANITORIAL SUPPLIES	\$224	\$0	(\$224)	\$224	\$0	(\$224)	\$0
Supplies	PRINTING SUPPLIES	\$0	\$465	\$465	\$18	\$3,255	\$3,237	\$5,580
Supplies	UNIFORMS	\$0	\$235	\$235	\$0	\$1,645	\$1,645	\$2,820
Other	POSTAGE	\$651	\$833	\$183	\$4,311	\$5,833	\$1,523	\$10,000
Other	TELEPHONE	\$3,828	\$4,405	\$577	\$25,599	\$30,835	\$5,236	\$52,860
Other	WATER	\$31	\$31	\$1	\$214	\$217	\$4	\$372
Other	ELECTRICITY	\$850	\$2,000	\$1,150	\$7,645	\$14,000	\$6,355	\$24,000
Travel	TRAVEL, LOCAL	\$68	\$383	\$315	\$1,038	\$2,683	\$1,645	\$4,600
Travel	TRAVEL, OUT OF TOWN	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Travel	LOCAL TRAINING	\$599	\$2,933	\$2,334	\$3,448	\$20,533	\$17,085	\$35,200
Travel	TRAINING, OUT OF TOWN	\$0	\$1,217	\$1,217	\$0	\$8,517	\$8,517	\$14,600
Other	RENTALS	\$3,239	\$3,200	(\$39)	\$21,295	\$22,400	\$1,105	\$38,400
Other	LEASES	\$43,121	\$43,122	\$1	\$301,487	\$301,854	\$367	\$517,464
Other	MAINTENANCE / REPAIR, EQUIP.	\$8,472	\$7,120	(\$1,352)	\$45,539	\$49,842	\$4,304	\$85,444
Other	MAINTENANCE / REPAIR, AUTO	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	FUEL	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	MAINTENANCE / REPAIR, BLDG.	\$28	\$417	\$388	\$1,269	\$2,917	\$1,648	\$5,000
Other	MAINT/REPAIR, IT Equip.	\$0	\$0	\$0	\$46,129	\$0	(\$46,129)	\$0

Coastal Health & Wellness								
Statement of Revenue and Expenses for the Period ending Oct 31, 2020								
		Period Ending	MTD	MTD Budget	YTD	YTD	YTD Budget	Annual
	Description	10/31/2020	Budget	Variance	Actual	Budget	Variance	Budget
Other	MAINTENANCE / Preventative, AUTO	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	INSURANCE, AUTO/Truck	\$9	\$12	\$3	\$71	\$84	\$13	\$144
Other	INSURANCE, GENERAL LIABILITY	\$937	\$1,125	\$188	\$6,747	\$7,875	\$1,128	\$13,500
Other	INSURANCE, BLDG. CONTENTS	\$1,452	\$1,535	\$83	\$10,031	\$10,745	\$714	\$18,420
Other	Settlements	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	COMPUTER EQUIPMENT	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	OPERATING EQUIPMENT	\$0	\$0	\$0	\$6,222	\$0	(\$6,222)	\$0
Other	BUILDING IMPROVEMENTS	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	NEWSPAPER ADS	\$6,320	\$1,800	(\$4,520)	\$7,324	\$12,600	\$5,276	\$21,600
Other	SUBSCRIPTIONS, BOOKS, ETC	\$5,210	\$248	(\$4,963)	\$7,354	\$1,733	(\$5,622)	\$2,970
Other	ASSOCIATION DUES	\$3,425	\$2,849	(\$576)	\$20,050	\$19,942	(\$108)	\$34,186
Other	IT SOFTWARE, LICENSES, INTANGIBLES	\$19,859	\$20,979	\$1,120	\$152,387	\$146,851	(\$5,536)	\$251,744
Other	PROF FEES/LICENSE/INSPECTIONS	\$640	\$155	(\$486)	\$3,346	\$1,082	(\$2,264)	\$1,854
Other	PROFESSIONAL SERVICES	\$132	\$2,202	\$2,070	\$7,483	\$15,412	\$7,928	\$26,420
Other	MED/HAZARD WASTE DISPOSAL	\$390	\$550	\$160	\$2,566	\$3,850	\$1,284	\$6,600
Other	TRANSPORTATION CONTRACT	\$0	\$625	\$625	\$777	\$4,375	\$3,598	\$7,500
Other	BOARD MEETING OPERATIONS	\$0	\$29	\$29	\$0	\$204	\$204	\$350
Other	SERVICE CHG - CREDIT CARDS	\$825	\$730	(\$95)	\$4,331	\$5,110	\$779	\$8,760
Other	CASHIER OVER / SHORT	(\$16)	\$0	\$16	(\$16)	\$0	\$16	\$0
Other	LATE CHARGES	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Other	BAD DEBT EXPENSE	\$25,610	\$33,605	\$7,995	\$244,400	\$235,234	(\$9,166)	\$403,258
Other	MISCELLANEOUS EXPENSE	\$195	\$0	(\$195)	\$7,245	\$0	(\$7,245)	\$0
	Total Expenses	\$888,734	\$965,611	\$76,877	\$6,303,577	\$6,759,275	\$455,698	\$11,587,328
	Net Change in Fund Balance	\$43,555	\$0	\$43,556	\$827,686	\$3,845	\$823,842	\$0
		(\$3,845)	Expenses Fund Bal. Reserve		(\$3,845)			
		\$39,710			\$823,842			

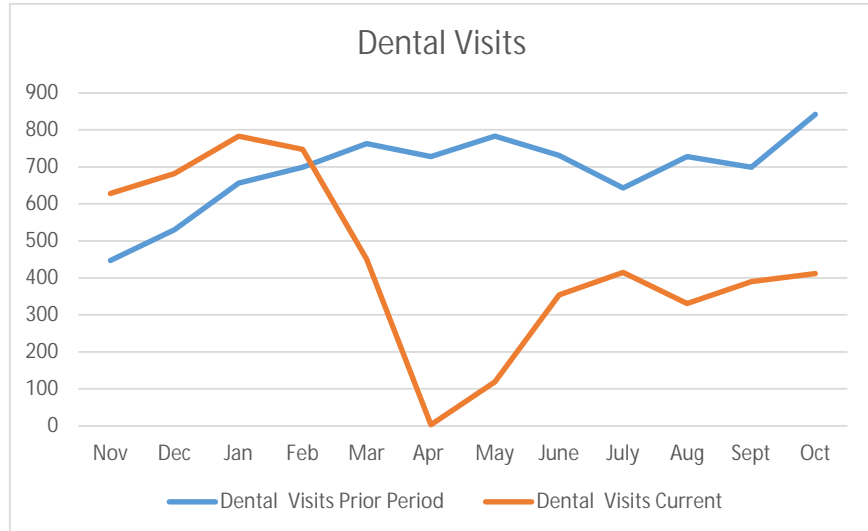
Medical Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	2,351	1,719
Dec	2,175	1,745
Jan	2,714	2,082
Feb	2,534	1,710
Mar	2,484	1,480
Apr	2,119	812
May	2,171	719
June	1,797	1,170
July	1,798	1,238
Aug	2,081	981
Sept	1,804	1,077
Oct	2,250	1,251
	<u>26,278</u>	<u>15,984</u>



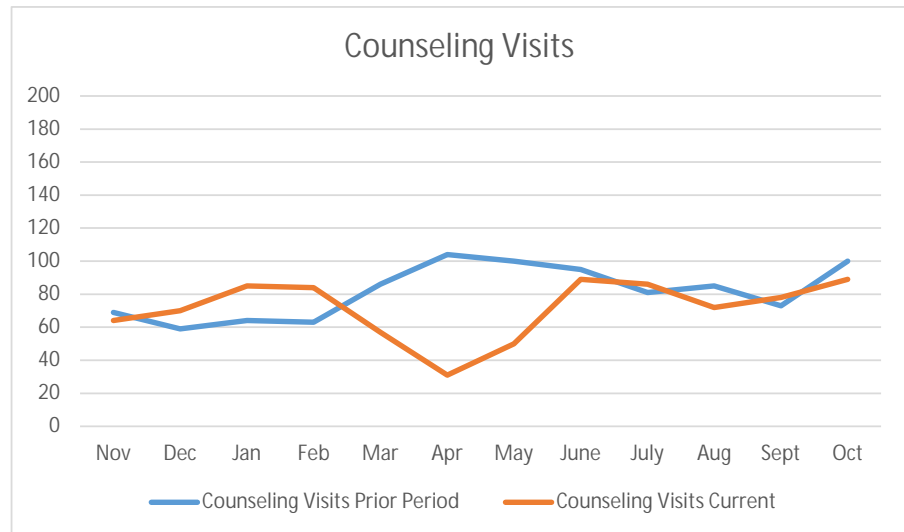
Dental Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	447	628
Dec	530	682
Jan	656	783
Feb	699	747
Mar	763	451
Apr	728	3
May	783	119
June	731	354
July	643	415
Aug	728	331
Sept	699	390
Oct	842	412
	<u>8,249</u>	<u>5,315</u>



Counseling Visits

	<u>Prior Period</u>	<u>Current</u>
Nov	69	64
Dec	59	70
Jan	64	85
Feb	63	84
Mar	86	57
Apr	104	31
May	100	50
June	95	89
July	81	86
Aug	85	72
Sept	73	78
Oct	100	89
	<u>979</u>	<u>855</u>



Vists by Financial Class - Actual vs. Budget
As of October 31, 2020 (Grant Year 4/1/2020-3/31/2021)

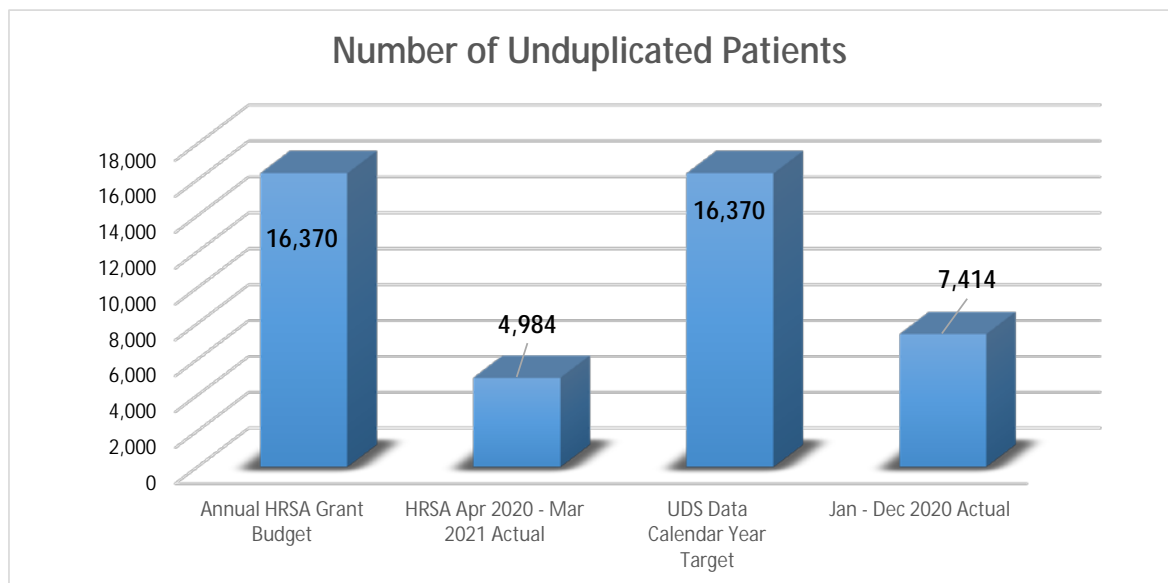
	Annual HRSA		Over/(Under)		YTD	YTD	Over/(Under)	% Over/ (Under)
	Grant Budget	MTD Actual	MTD Budget	MTD Budget				
Medicaid	4,518	188	377	(189)	981	2,259	(1,278)	-57%
Medicare	4,507	113	376	(263)	774	2,254	(1,480)	-66%
Other Public (Title V, Contract)	2,498	55	208	(153)	227	1,249	(1,022)	-82%
Private Insurance	3,912	147	326	(179)	859	1,956	(1,097)	-56%
Self Pay	32,919	1,249	2,743	(1,494)	7,057	16,460	(9,403)	-57%
	48,354	1,752	4,030	(2,278)	9,898	24,177	(14,279)	-59%

Unduplicated Patients - Current vs. Prior Year
UDS Data Calendar Year
January through December

	Current Year Annual Target	Jan-Oct 2019 Actual	Jan-Oct 2020 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	16,370	11,265	7,414	(3,851)	45%

Unduplicated Patients - Current vs. Prior Year
HRSA Grant Year
April through March

	Annual HRSA Grant Budget	Apr 2019 - Mar 2020 Actual	Apr 2020 - Mar 2021 Actual	Increase/ (Decrease) Prior	% of Annual Target
				Year	
Unduplicated Patients	16,370	9,066	4,984	(4,082)	30%





COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#7

**Consider for Approval Coastal Health & Wellness Fund Balance
Reserve as of September 30, 2020**

**Coastal Health & Wellness - Proposed Annual Board Approved Reserve
FY 2021**

	Board Approved Reserve @ 9/30/2019	Increase / (Decrease)	Reserve Balance @ 9/30/20	Proposed Board Approved Reserves 9/30/2020
IT Expenditures (Equipment, Software & Consultant Services)	\$67,300	(\$3,484)	\$63,816	\$100,000
Medical / Dental Equipment additions/replacements	\$121,206	(\$3,049)	\$118,157	\$125,000
Galveston Clinic Renovations	\$850,000		\$850,000	\$900,000
Texas City Furniture/Fixtures/Remodel	\$0		\$0	\$10,000
Employee One-Time Supplemental Payment	\$52,051	(\$40,750)	\$11,301	\$0
Total Operating Reserve	\$4,400,000	\$0	\$4,400,000	\$4,900,000
Total Board Approved Reserve	\$5,490,557	(\$47,283)	\$5,443,274	\$6,035,000
Unreserved	\$137,840	\$706,587	\$844,427	\$252,701
Total Fund Balance	\$5,628,397	\$659,304	\$6,287,701	\$6,287,701

Operating Reserve	\$4,900,000
Budgeted Expenses ending 3/31/21	\$11,587,328
Months of Reserves available	5.07

COASTAL HEALTH & WELLNESS

Proposed Budget for the fiscal year ending March 31, 2021

Fund Balance

<i>Medical/Dental Additions/Replacements</i>	Total Cost	CHW %	CHW Cost
*Oral Cancer Screening Early Detection (3 x \$1,995)	5,985	100%	5,985
			<u>5,985</u>
			<u><u>5,985</u></u>

**Purchases could be initiated/completed prior to start of 4/1/21 budget term (shared services)*

**These items were approved in the 2020/2021 Budget for Fund Balance expenditures.*

There are no budgeted Fund Balance expenditures included in the CHW budget for 4/1/2021 - 3/31/2022.

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#8

**Consider for Approval Coastal Health & Wellness
Risk Management Plan**



Effective: 10/31/2019

Last Approved: 10/31/2019

Expires: 10/30/2020

Risk Management Plan

1. PURPOSE

The purpose of the Coastal Health & Wellness Risk Management Plan (the “Plan”) is to address visitor, third party, volunteer, and employee safety as well as potential business, operational, and property risks. The Risk Management Plan is the primary tool for outlining Coastal Health & Wellness’ (“CHW”) overall risk management procedures.

The focus of the Risk Management Plan is to provide an ongoing, comprehensive, and systematic approach to reducing exposure to risk. Risk management activities include identifying, investigating, analyzing, and evaluating risks, followed by selecting and implementing the most appropriate methods for correcting, reducing and/or eliminating them.

2. GUIDING PRINCIPLES

This Risk Management Plan supports the Coastal Health & Wellness philosophy that patient safety and risk management are everyone’s responsibility. Teamwork and participation among management, providers, volunteers, and staff are essential for an efficient and effective patient safety and risk management plan. The Plan will be implemented through the coordination of multiple organizational functions and the activities of multiple staff members.

Coastal Health & Wellness supports the establishment of a just culture that emphasizes implementing evidence-based best practices, learning from error analysis, and providing constructive feedback rather than blame and punishment. In a just culture, unsafe conditions and hazards are readily and proactively identified, medical or patient care errors are reported and analyzed, mistakes are openly discussed, and suggestions for systemic improvements are welcomed. Individuals are still held accountable for compliance with patient safety and risk management practices. As such, if evaluation and investigation of an error or event reveal reckless behavior or willful violation of policies, disciplinary actions can be taken.

Principles of this Plan provide the foundation for developing key policies and procedures for risk management activities, including but not limited the following:

- Claims and insurance management;
- Complaint resolution;
- Confidentiality and release of information;
- Compliance efforts;

- Safe and secure use of technology;
- Event investigation, root-cause analysis, and follow-up;
- Provider and staff education, competency validation, credentialing and privileging requirements, and background checks;
- Systems for monitoring and tracking referrals (specialty care, hospital and or emergency department admissions) and diagnostic laboratory values and other tests;
- Reporting and management of adverse events and near misses;
- Trend analysis of events, near misses, and claims; and
- Implementing performance improvement strategies to mitigate risk.

2.1 Leadership

The success of the Coastal Health & Wellness Risk Management Plan requires top-level commitment and support. The Governing Board by majority vote authorizes adoption of this Plan.

The Governing Board and CHW executives, including but not limited to the Executive Director, Medical Director, Dental Director, Chief Nursing Officer and Chief Compliance Officer/Risk Manager are committed to promoting the safety of all patients, visitors, employees, volunteers, and other individuals involved in operations of the organization. The Risk Management Plan is designed to serve as an umbrella policy, in conjunction with the Risk Management Training Plan, aimed at reducing system-related errors and potentially unsafe conditions by implementing continuous improvement strategies to support an organizational culture of safety.

3. PLAN GOALS AND OBJECTIVES

The Risk Management Plan sets forth goals and objectives, which include the following:

- Continuously improving patient safety and minimizing or preventing the occurrence of errors, events, and system breakdowns leading to harm of patients, staff, volunteers, visitors, and others through proactive risk management and patient safety and emergency operations activities.
- Minimizing adverse effects of errors, events, and system breakdowns when they do occur.
- Minimizing losses to the organization by proactively identifying, analyzing, preventing, and controlling potential clinical, business, financial, and operational risks.
- Achieving requirements required by accrediting organizations.
- Protecting human and intangible resources (e.g. reputation).

4. SCOPE AND FUNCTIONS OF THE PLAN

The Coastal Health & Wellness Risk Management Plan interfaces with all operational departments and services offered through the clinic, as well as HRSA.

4.1 Functional Interfaces

Functional interfaces with the Risk Management Plan include areas covered under the Coastal Health & Wellness Environment of Care plans, as well as credentialing and privileging, information technology,

event reporting and investigation, performance assessment and improvement, volunteers, infection control, and administration. All areas work together on risk reduction strategies and methods as defined in this Plan.

4.2 Specific Components

- a) The Risk Management Plan will include the following components: Developing systems for overseeing the reporting of adverse events, near misses, and potentially unsafe conditions.
 - i. Reporting responsibilities may include internal reporting as well as external reporting to regulatory, governmental, or voluntary agencies.
- b) Ensuring the collection and analysis of data to monitor the performance of processes that involve risk or that may result in serious adverse events, near misses, and potentially unsafe conditions; providing feedback to providers and staff; and using this data to facilitate systems improvements to reduce the probability of occurrence of future related events.
- c) Ensuring compliance with data collection and reporting requirements of governmental, regulatory, and accrediting agencies.
- d) Facilitating and ensuring the implementation of patient safety initiatives that include tracking systems for preventive screenings and diagnostic tests, medication safety systems, and emergency management programs.
- e) Facilitating and ensuring provider and staff participation in educational programs on patient safety and risk management.
- f) Facilitating a culture of safety in the organization that embodies an atmosphere of mutual trust in which all providers and staff members can talk freely about safety problems and potential solutions without fear of retribution. This ordinarily involves performing safety culture surveys and assessments.
- g) Proactively advising the organization on strategies to reduce unsafe situations and improve the overall environmental safety of patients, visitors, staff, and volunteers.
- h) Preventing and minimizing the risk of liability to the health center, and protecting the financial, human, and other tangible and intangible assets of the health center.
- i) Decreasing the likelihood of claims and lawsuits by educating patients and their families about proper health practices. This includes communicating and disclosing errors and events that occur in the course of patient care with a plan to manage any adverse effects or complications.
- j) Investigating and assisting in claim resolution to minimize financial exposure.
- k) Reporting claims and potentially compensable events to the appropriate entity, including the U.S. Department of Health and Human Services Federal Tort Claims Act (“FTCA”) claims (as appropriate) and other insurers in accordance with the requirements of the insurance policy/contract and FTCA requirements.
- l) Supporting quality assessment and improvement programs throughout the organization.
- m) Implementing programs that fulfill regulatory, legal, and accreditation requirements.
- n) Establishing an ongoing Quality Assurance and Risk Management Committee composed of representatives from key clinical and administrative departments and services.
- o) Monitoring the effectiveness and performance of risk management actions. Performance monitoring data may include the following:

- i. Claims and claim trends;
- ii. Culture of safety surveys;
- iii. Event trending data;
- iv. Ongoing risk assessment information;
- v. Patient's or family's perceptions of how well the organization meets their needs and expectations (i.e. patient satisfaction survey data); and
- vi. Quality performance data.

p) Completing insurance and deeming applications.

q) Developing and monitoring effective handoff processes for continuity of patient care.

5. ADMINISTRATIVE AND COMMITTEE STRUCTURE AND MECHANISMS FOR COORDINATION

The Risk Management Plan is administered through the Quality Assurance and Risk Management Committee, which is led by the ~~Executive Director and the~~ Chief Nursing Officer, with regular input from the Executive Director, Medical Director, Dental Director and by the Chief Compliance Officer/~~who acts as the~~ Risk Manager. The Risk Manager reports to the Executive Director and interacts with administration, staff, medical providers, and other professionals in order to meet risk related program goals and objectives, many of which are set forth in the Annual Risk Management Training Plan.

The Risk Manager is responsible for overseeing day-to-day monitoring of risk management activities and for investigating and reporting to the applicable insurance carrier actual or potential clinical, operational, or business claims or lawsuits arising out of the organization, according to requirements specified in the insurance policy or contract. The Risk Manager serves as the primary contact between the organization and other external parties on all matters relative to risk identification, prevention, and control, as well as risk retention and risk transfer. The Risk Manager oversees the reporting of events to external organizations, per regulations and contracts, and communicates analysis and feedback of reported Risk Management information to the organization for action.

6. REPORTING REQUIREMENTS, MONITORING, AND CONTINUOUS IMPROVEMENT

The Quality Assurance and Risk Management Committee reviews risk management activities monthly. The Risk Manager reports activities and outcomes (e.g., claims activity, risk and safety assessment results, event report summaries, and trends) to the Governing Board and the Governing Board Quality Assurance and Quality Improvement Committee on a quarterly basis. These reports inform members of the Governing ~~Board of~~ Board of efforts made to identify and reduce risks, reports on the success of these activities, and communicates outstanding issues that require input or support from the Governing Board for action or resolution. Data reporting may include event trends, claims analysis, frequency and severity data, credentialing activity, relevant provider and staff education, and risk management, emergency operation and patient safety activities. In accordance with the organization's bylaws, recommendations from the Quality Assurance and Risk Management Committee that rise to the level of requiring Board approval are submitted as needed. Goals are developed to remain consistent with

established risk management goals and Environment of Care measures as determined by the Quality Assurance and Risk Management Committee and/or the Governing Board.

Documentation is retained in the form of meeting minutes for the applicable body.

7. CONFIDENTIALITY

Any and all documents and records associated with the Risk Management Plan and subjected to legally permissible withholdings shall be privileged and confidential to the extent provided by state and federal law. Confidentiality protections may include attorney/client privilege, attorney work product, Joint Commission survey reports, and peer review protections.

The signatures below represent acceptance of the Risk Management Plan.

Risk Manager Approval: _____

Date: _____

Executive Director Approval: _____

Date: _____

Medical Director Approval: _____

Date: _____

Governing Board Approval: _____

Date: _____

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#9

**Consider for Approval Coastal Health & Wellness
Credit Card and Refund Policy**



-Approved 11/01/2018
By: CHW Governing Board
-Effective 11/16/2017

Coastal Health & Wellness Credit and Refund Policy

Purpose

This policy applies to all Coastal Health & Wellness (CHW) employees and/or ~~Outside-outside Billing-billing Agency-agency~~ who identify potential credits and/or refunds due to patients, insurances or third-party payors.

Policy

It is the policy of Coastal Health & Wellness to conduct a thorough review of potential credits and/or refunds to determine the cause and the appropriate course of action.

Responsibilities

~~Business Office~~ CHW Patient Services/Checkout/Other Business Staff – may provide a patient with a Refund Request form to complete should the patient request one. For patient requested refunds, staff will verbally explain the statement on the Refund Request form which reads: “Please note any account credit will first be applied to balances due which may have occurred for ~~dental and/or medical~~ services rendered by Coastal Health & Wellness clinic, with any remaining credit refunded. The refund process may take up to 30 days for completion”.

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CHW Business Office – thoroughly reviews potential credits and/or refunds to determine the cause and the appropriate course of action. Staff gathers necessary back up documentation to process patient, insurance and third-party refund requests. No refunds will be given to patients if outstanding balance due is more than the requested refund.

Outside Billing Agency - thoroughly reviews potential credits and/or refunds to determine the cause and the appropriate course of action. Staff gathers necessary back up documentation to process patient, insurance and third-party refunds and will forward that information to the CHW Business Office if a refund via check or credit card payment is necessary.

Note: Refer to NextGen Training Manuals

- Revenue Cycle NextGen Training Manual

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#10

**Consider for Approval Coastal Health & Wellness
Charge Capture Policy**



-Approved 11/01/2018
By: CHW Governing Board
-Effective 11/16/2017

Coastal Health & Wellness Charge Capture Policy

Purpose

This policy applies to all Coastal Health & Wellness (CHW) employees and/or ~~Outside-outside~~ Agency who are responsible for entering clinic charges.

Policy

It is the policy of Coastal Health & Wellness to capture services performed for a patient in an accurate and timely manner. The charges are captured in the electronic record for every patient.

Responsibilities

Patient Services – in the electronic management system, assure all patient demographic and payor (sliding discount, insurance or contract) information is entered accurately and post any charges (e.g., nominal fee, STD/HIV, etc.).

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Dental Assistants (DA) – in the patient’s electronic record, complete reason for patient visit, blood pressure, x-rays, as well as any other documentation required by DA within 72 hours of visit.

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Nursing/MA – in the patient’s electronic record, complete reason for patient visit, vitals, as well as any other documentation required by Nursing/MA, and super bill services provided such as labs, injections, vaccines within 72 hours of visit.

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Providers (Dental & Medical) – in patient’s electronic record, complete patient visit documentation, submit procedure code(s) and diagnosis code(s) within 72 hours of visit.

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Lab - in patient’s electronic record, complete and super bill lab and x-ray services provided ~~within~~72 hours.

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Check-Out - in patient’s electronic record, process any charges that populate during the checkout auto flow process and enter charges for any medical record request ~~whether dental or medical.~~

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Outside Billing Agency - bill all encounters no later than 3 days after completion of documentation in electronic record.

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Note: Refer to NextGen Training Manuals

- Patient Services NextGen Training Manual
- Electronic Records NextGen PM Training Manual
- Revenue Cycle NextGen Training Manual

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#11

**Consider for Approval Coastal Health & Wellness
Payment Posting Policy**



-Last Approved 11/14/2019
By: CHW Governing Board
-Effective 11/16/2017

Coastal Health & Wellness Payment Posting Policy

Purpose

This policy applies to all Coastal Health & Wellness employees and/or outside billing agency who are responsible for entering clinic payments.

Policy

It is the policy of Coastal Health & Wellness to post payments for a patient encounter in an accurate and timely manner. Once posted, all payments are reflected in the patient's account.

Responsibilities

Contact Center – will take all credit card payment information received during scheduling of appointments and turn information in to Business Office at least twice per day for processing. Payments will be posted to patient's account once the encounter had been created. This usually applies to telehealth visits but can be applicable to face-to-face encounters. Payment information is kept in a secured location until posting.

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Patient Services – posts all payments received as applicable (e.g., nominal fees, deposits, co-pays, payment on accounts, etc.) in the patient's electronic record, during the check-in auto flow process and reconciles posted payments to the daily deposit.

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Check-Out – posts all payments received as applicable (e.g., record fees, payment on accounts, etc.) in the patient's electronic record, during the check-out auto flow process and reconciles posted payments to the daily deposit.

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Business Office - posts all payments received as applicable (e.g., denture contract, budget plan, contracts, etc.) in the patient's electronic record, and reconciles posted payments to the daily deposit. Submit backup information on payments received from patient statements and third-party payers via ACH to the outside billing agency to be posted to the patient's account. Business Office staff will keep records of payments received from the Contact Center in date order, and process and post the payments once the encounter is created for the patient. This usually applies to telehealth visits. Once the payment is posted, the credit card information received from the Contact Center is shredded.

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Outside Billing Agency - in the patient's electronic record, post all ACH payments received in the Business Office related to Medicare, Medicaid, Private Insurance, etc. and reconcile posted payments to daily cash receipt logs and explanation of benefits (EOB's) received from third-party payers.

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Note: Refer to NextGen Training Manuals

- Patient Services NextGen Training Manual
- Electronic Records NextGen PM Training Manual
- Revenue Cycle NextGen Training Manual

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#12

**Consider for Approval Re-Privileging Rights for
Cynthia Ripsin, MD**



Date: December 10, 2020

To: CHW Governing Board

From: Kathy Barroso, CPA
Executive Director

Re: Re-Privileging

After review to determine that Cynthia Ripsin, MS, MPH, MD, has an active and unrestricted license to practice medicine in the State of Texas, we are requesting re-credentialing approval by the Governing Board.

In addition, after review by Executive Director Kathy Barroso, CPA of the re-privileging documents submitted by Cynthia Ripsin, MS, MPH, MD, we are requesting re-privileging approval by the Governing Board.

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City



Governing Board

December 2020

Item#13

**Consider for Approval Re-Privileging Rights for
UTMB Resident Angela Abouassi, MD**



Date: December 10, 2020
To: CHW Governing Board
Thru: Kathy Barroso, CPA 
Executive Director
From: Cynthia Ripsin, MS, MPH, MD 
Medical Director
Re: Re-Privileging

After review to determine that Angela Abouassi, MD, who will work at all times under the direct supervision of a Board-Certified faculty physician from UTMB, we are requesting re-credentialing approval by the Governing Board.

In addition, after review by Medical Director, Cynthia Ripsin, MD, of the re-privileging documents submitted by Dr. Abouassi, we are requesting re-privileging approval by the Governing Board.

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COASTAL HEALTH & WELLNESS

GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

Governing Board

December 2020

Item#14


**Consider for Approval Privileging Rights for
UTMB Resident**


a) Yi Liang, MD



Date: December 10, 2020

To: CHW Governing Board

Thru: Kathy Barroso, CPA
Executive Director 

From: Cynthia Ripsin, MS, MPH, MD
Medical Director 

Re: Privileging

After review of the standard credentialing documents by a Coastal Health and Wellness Human Resources representative for resident physician Yi Liang, MD, who will work at all times under the direct supervision of a Board Certified faculty physician from UTMB, we are requesting credentialing approval by the Governing Board.

In addition, after review by Medical Director Cindy Ripsin, MD, of the privileging documents submitted by Dr. Liang, we are requesting privileging approval by the Governing Board.

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