

Rutland Regional Medical Center

Health Care Advocate FY2021 Hospital Budget Guidance Questions [Updated due to COVID-19]

Commercial Rate

In the table provided below, please provide by commercial payer (BCBSVT, TVHP, MVP, Cigna, and Other):

- a. The rate change you implemented in FY2020 and budgeted for FY2021.
- b. The budgeted FY2021 net patient revenue (NPR) and proposed NPR change from FY2020.
- c. The average ratio of the payer’s reimbursement rate to Medicare’s reimbursement rate.

Table 1. Commercial Rate						
	Rate Change		Net Patient Revenue			Medicare Reference
	FY20 (Implemented)	FY21 (Budget)	FY20 (Budget)	FY21 (Budget)	% Change from FY20B to FY21B	Average Ratio of Reimbursement Rate to Medicare Reimbursement Rate (FY20)
BCBSVT	2,903,000	5,290,000	93,705,000	87,310,000	-6.8 %	237%
TVHP	Part of BCBS	Part of BCBS	Part of BCBS	Part of BCBS	Part of BCBS	Part of BCBS
MVP	272,000	652,000	10,597,000	12,346,000	16.5 %	266%
Cigna	440,000	901,000	16,296,000	15,930,000	-2.2%	266%
Other	1,013,000	1,430,000	24,020,000	20,236,000	-15.8%	158%

Other Includes: Small Commercial, Workers Compensation Champus/Tricare and Self Pay

Hospital Financial Assistance during COVID-19

- a. How have you changed your official or unofficial patient financial assistance policies and/or procedures during COVID-19?

We did not change our Financial Assistance Policy during COVID-19, however we did offer the following:

- All self-pay patients have been mailed Financial Assistance Applications during this COVID-19 pandemic. We also mailed applications to under-insured patients with balances over \$999.
- Self-pay admissions were screened by a Financial Counselor and enrolled for Medicaid if applicable. If not eligible for Medicaid, patient was screened for FAP and given the material to apply.

- b. How have you handled patient collections during COVID-19?

We have continued collections during COVID-19. We will be implementing longer statement periods for patients by the end of June. Statement cycles will move from 30 days to 60 days allowing patients more time to make arrangements or to apply for assistance.

- a. How many patients had bills sent to collection agencies during each of the first three quarters of FY2020?

- Quarter 1 – 4,272
- Quarter 2 – 4,024
- Quarter 3 – 2,508 (included April & May data only)

- b. How many patients currently have bills in collections? How does this number compare to a normal year for your hospital?



Provider Recruitment

- a. How (if at all) have you leveraged the federal J-1 visa waiver program in your recruitment of health care providers?

Rutland Regional participates in the Conrad 30 waiver program for J-1 foreign medical graduates who are sponsored by their employer to work under H-1B status for at least three years. The H-1B program is like the J1 program, but it has advantages for recruiting and retaining physicians for longer terms of employment. Rutland Regional has hired five physicians through the H-1B program over the last five years. The physicians include one psychiatrist from Canada, another psychiatrist from Pakistan who is also trained in addiction medicine, one hospital medicine physician from Canada, one endocrinologist from Canada, and one pulmonologist from Germany who is also trained in critical care medicine. Rutland Regional has successfully sponsored one of the psychiatrists to convert their visa status to permanent residency status (Green Card) and is in the process of sponsoring three of the other physicians for permanent residency.