



Board of Trustees Meeting
Regular Meeting
January 11th, 2024
Minutes
10:00 am

Members Present:

Rod Waeckerlin, *President*
Mark Kostovny, *Vice President*
Jerry Steele, *Secretary*
Garry Goergen, *Treasurer*
Lisa Engstrom, *Member (absent)*

Administration:

Rex Walk, *Interim Chief Executive Officer*
Scott Miller, *Interim Chief Financial Officer*
Chelle Keplinger, *Interim Chief Financial Officer*
Stephanie Hinkle, *Director of Strategic Operations*
Woody White, *Ovation Healthcare (via zoom)*
Alexis Martinez, *Executive Assistant*

Guests:

Abbi Forwood, *Legal Counsel (via zoom)*
Emily Weber, *Director of Revenue Cycle*
Dr. Duane Abels, *Medical Executive Chairman*

Rod Waeckerlin, President, called the Memorial Hospital of Carbon County Board of Trustees meeting to order at 10:04 AM. The Pledge of Allegiance and a moment of silence followed.

Mr. Walk received a customer service award star. Ms. Edwards read a brief summary from the person who nominated Mr. Walk for such an award. President Waeckerlin and the Board of Trustees thanked Mr. Walk for all that he does.

Approval of Amended Agenda:

President Waeckerlin would like self-pay to move to the top of the list for the amended agenda.

Mark Kostovny made a motion, and Jerry Steele seconded the motion to approve the amended agenda as presented. Motion carried unanimously.

Amendments to the Agenda: Remove Fremont Therapy Group Presentation. FTG will present at the next Board of Trustees Meeting on January 25th, 2024.

Approval of Consent Agenda:

Mark Kostovny made a motion, and Jerry Steele seconded the motion to approve the consent agenda as presented. Motion carried unanimously.

Motion to Recess the Board of Trustees Public Meeting and Move to Executive Session Meeting at 10:16 AM

Motion to Recess the Board of Trustees Executive Meeting and Move to Public Meeting at 11:54 AM

New Business:

Doug Dunbar presented Revenue Enterprises and the various capabilities that the company has to complete on behalf of Memorial Hospital of Carbon County. Starr are readily available in Wyoming and Montana. There are 150 full time employees. Mr. Dunbar presents all of the different areas in Wyoming that they work with, along with other states that they are in. Revenue Enterprises work through the hospital's eligibility. A list of the brand was built around the children's hospital in Denver, Colorado. Mr. Dunbar can have MHCC up and running within the next 30-45 days. They provide 7-10 representatives, preferred vendor partner west of the Mississippi. Rev Springs is a very robust and very secure. A chat will be available on the patient portal. At that point, Revenue Enterprises are pinged through a text or chat. They anticipate to reach out by any means preferred. President Waeckerlin asked if MHCC needs to change that way we are doing "things." He also questioned if Revenue Enterprises is familiar with Cerner. Mr. Dunbar is familiar with Cerner. Revenue Enterprises works with many hospitals who work with Cerner. Megan from Revenue Enterprises will be available to assist with training on best practices for the business office and revenue cycle. Mr. Dunbar expressed that Revenue Enterprises wants and hopes to partner with Memorial Hospital of Carbon County. President Waeckerlin stated that self-pay is currently a huge issue. Mr. Goergen questioned if self-pay is considered at a lower level. Mr. Dunbar explained the various levels and their subcategories. He also indicated that he feels Revenue Enterprises will double or triple what MHCC currently has. President Waeckerlin questioned if Mr. Dunbar will monitor employees who answer the telephone. With previous experience working with Revenue Enterprises, Ms. Keplinger reviews the processes of the company and how they are able to monitor and assist. Mr. Kostovny asked, "If you assign an account, will the same representative be working on that same account?" Mr. Dunbar explained that MHCC will have the same group of representatives and they will learn the ins and outs of the community and customers."

Conversation continued. President Waeckerlin stated that MHCC has several outreach clinics. He feels as though this will be stability for the organization and the community. He also questioned how remitting payment to Revenue Enterprises will work. Mr. Dunbar stated that costs will be a flat rate with a contingency fee. All costs/rates are included within the packet provided to the Board of Trustees. Revenue Enterprises receives a percentage of what they collect. Mr. Kostovny questioned what the percentage is. Mr. Dunbar indicated that the percentage is at 7 ½%. The 7 ½% includes sending statements, customer service calls, inbound and outbound calls, etc. He continued to review the various percentage rates and there are no hidden charges. Mrs. Weber explains that Revenue Enterprises will complete the steps prior to reporting to bad debt. President Waeckerlin stated that Revenue Enterprises will not be able to do the \$10M. Mr. Dunbar responded that he will need to review the numbers. Mr. Kostovny questioned if MHCC will have the same issues that the organization previously had with Frost Arnett. Mr. Dunbar explains that RE has at least 7 people who will on the reconciliations. Mrs. Hinkle adds that she believes this will be great education and great transparency.

As Mr. Dunbar continued with his presentation for Revenue Enterprises, he stated that RE will also provide excellent press releases on behalf of the organization. Mr. Walk questioned Mrs. Weber about how this could potentially affect her staffing as these functions will include registering, scheduling, preauth, etc. Mr. Dunbar states that those are all extra expenses. If chosen, RE can provide 3-4 schedulers and 1-2 backup schedulers. Mr. Miller adds that a ton of the self-pay are coming from the traffic off of I-80 interstate. The organization is having issues collecting payment from this. Mr. Goergen requested a

timeline of when we can see results from Revenue Enterprises. E.g. 3,4,5 months? Mr. Dunbar states 4-6 months are a good gage to track results. At 1 year fully loaded, the highest numbers will project. Ms. Keplinger stated that Mrs. Weber will receive regular reports from RE.

Patient satisfaction will be one of the focuses of 2024. Mr. Dunbar expressed that Memorial Hospital of Carbon County will receive batch reports, monthly reports, and every single statistic. He believes investing in Revenue Enterprises, MHCC will see massive results. Mrs. Keplinger believes that this will be very beneficial to the organization. All texts and phone calls are recorded.

Mr. Walk questioned the Board of Trustees recommendations on the presentation. Mr. Kostovny stated that this checks all of his boxes. There are no setup fees, but there is a one-time charge fee of \$700-850. A one-time cost. President Waeckerlin asked Mr. Steele how he felt about the services that were presented. Mr. Steele stated that he trusts Mrs. Keplinger's opinion. Mr. Goergen stated that he would like to hear from Administration on their thoughts of this. Mr. Walk indicates that we should utilize Revenue Enterprises. Mrs. Hinkle stated that she also trusts Mrs. Keplinger's opinion. President Waeckerlin asked Ms. Martinez on her opinion as well. Ms. Martinez believes that this will be very beneficial for Revenue Cycle and the organization. Mrs. Keplinger adds that Medhost is scheduled to shut down on February 1st, 2024.

Mark Kostovny made a motion, and Jerry Steele seconded the motion to move forward and accept the proposal subject to legal review with Revenue Enterprises. Motion carried unanimously.

Motion to Recess the Board of Trustees Public Meeting for a Short Break at 12:45 PM

Motion to Resume the Board of Trustees Public Meeting at 12:55 PM

Old Business:

Policies:

Swing Bed Policies

Patient Transfer Agreement

Retired Nurse Pool Policy

President Waeckerlin indicated that there should be a policy committee and he would like to hear everyone's thoughts on the matter. Mr. Kostovny stated that the committee would depend on the employees to put it together. He also commented on the Retired Nurse Pool Policy stating that the feels it would be better served to standardize the policy. Dr. Abels feels that the 15% within the policy is great because the employees will not have benefits to collect. Mrs. Hickman advised that the policies percentages had changed from 25% to 15% and reiterated that she did not formally write the initial policy. Mr. Kostovny questioned if 15% fits into the standardization. The standardization can be built into Paycom. The Board of Trustees questioned the 20 years in the verbiage indicated on the policy presented. President Waeckerlin would like to strike the qualification of working at MHCC for 20 years. He and the Board of Trustees feel it is fair to provide this to all retired nurses from MHCC.

Mark Kostovny made a motion, and Jerry Steele seconded the motion to accept and approve the policies as presented with the acceptance to change the years in the Retired Nursing Pool Policy. Motion carried unanimously.



Mark Kostovny made a motion, and Jerry Steele seconded the motion to approve the MEC bylaw revisions as proposed. Motion carried unanimously.

Mr. Kostovny gives kudos to registration for great customer service. He was unable to name them, as they were not wearing their name tags. He also gives kudos to Ms. Martinez for being so responsive to the Board of Trustees at all times, day and night.

President Waeckerlin stated that name tags need to be worn at all times if you are an employee at Memorial Hospital of Carbon County.

Adjournment:

Mark Kostovny made a motion, and Jerry Steele seconded the motion to adjourn the Board of Trustees public meeting at 1:37pm and to reconvene for a continuation on January 25th, 2024. Motion carried unanimously.

The next Board of Trustees meeting will be on January 25th, 2024 at 10:00 am.

Respectfully Submitted,

Alexis Martinez, *MHCC Executive Assistant*
Abbi Forwood, *Legal Counsel*