PRC Reports & Oversight for CEOs

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CEO, CLINTON SERVICE UNIT

AUGUST 13, 2024

Rationale: Financial

- PRC is generally a significant portion of overall service unit budget
- Line item funding with specific purpose (unlike H&C)
- PRC funds do not expire & remain available until fully expended
- Multiple financial transactions impact overall funding
  - Obligation of PRC purchase orders (POs), UFMS commitments/obligations & POs
  - PRC register (i.e. PRC checkbook)
  - Funds are required to be allowanced down to the service unit into the PRC register
  - Undelivered orders/obligated PRC POs pending payment (open vendor document)
  - Funds are required to transmitted back and forth to UFMS and FI
    - Requires reconciliation efforts for full accountability

Rationale: Operations

- Important for monitoring overall health of PRC program
- Multiple operational actions impact the PRC program
  - **Review Process:** Pending Referrals (PRC, ER/hospitalization, etc.)
  - **Scheduling Process:** Approved Referrals Pending Date of Service
  - **PO Process:** Approved Referrals with Date but no Purchase Order
  - **Claim Processing:** Claims from Vendor but not sent to FI
    - Note: There is no way to monitor from RPMS. Claims should be sent from Vendor to the FI. Not to facility/service unit. This is a major source of concern!
  - **Referral Workload:** Determines staffing levels
  - **Medical Priority Coverage/Denials:** Determines level of access & care
  - **Timeliness:** Determine how quickly referral processing is occurring

Financial: FBIS Status of Allowance Report

- UFMS based report to determine availability of funds
- Provides a “snapshot” in time
- Difficult to reproduce or match due to the multiple transactions occurring within PRC on daily basis
- Does not take into account your budget, only your availability of funds
- Available for both prior year (PY) funds & current year (CY) funds
- Compare to PRC register for general comparison, but likely won’t match due to multiple PRC transactions

Financial: FBIS Status of Allowance Report

STATUS OF ALLOWANCE 080524						
FUNDS/ACCOUNT	Sum of Allowance	Sum of Obligation Amount	Sum of Undelivered Orders	Sum of Unobligated Amount	Sum of Commitments	Sum of Funds Available
7118500206	**$29,452,837.26**	**$26,524,928.57**	**$19,605,195.97**	**$2,927,908.69**	**$55,874.40**	**$2,872,034.29**
0J070000000DA0	$9,186,436.99	$13,274,303.56	$9,419,313.90	($4,087,866.57)	$55,874.40	($4,143,740.97)
0J070020190DA0	$35,107.00	$35,107.00	$35,107.00	$0.00	$0.00	$0.00
0J070020200DA0	$0.00	($74.32)	$0.00	$74.32	$0.00	$74.32
0J070020210DA0	$119.57	($242.53)	$0.00	$362.10	$0.00	$362.10
0J070020220DA0	$3,156,283.09	$106,373.67	$87,607.15	$3,049,909.42	$0.00	$3,049,909.42
0J070020230DA0	$7,212,898.61	$4,774,219.56	$4,127,380.15	$2,438,679.05	$0.00	$2,438,679.05
0J070020240DA0	$9,861,992.00	$8,335,241.63	$5,935,787.77	$1,526,750.37	$0.00	$1,526,750.37
7124500111	**$76,706.00**	**$76,706.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**
0J070000000DA0	$76,706.00	$76,706.00	$0.00	$0.00	$0.00	$0.00
Grand Total	**$29,529,543.26**	**$26,601,634.57**	**$19,605,195.97**	**$2,927,908.69**	**$55,874.40**	**$2,872,034.29**
PRIOR YEAR	**$1,345,283.92**	**CURRENT YEAR**	**$1,526,750.37**			
REGISTER 2023	**$1,332,953.05**	**REGISTER 2024**	**$1,508,122.87**			
DIFFERENCE	**$12,330.87**	**DIFFERENCE**	**$18,627.50**			

Sum of Prior Year

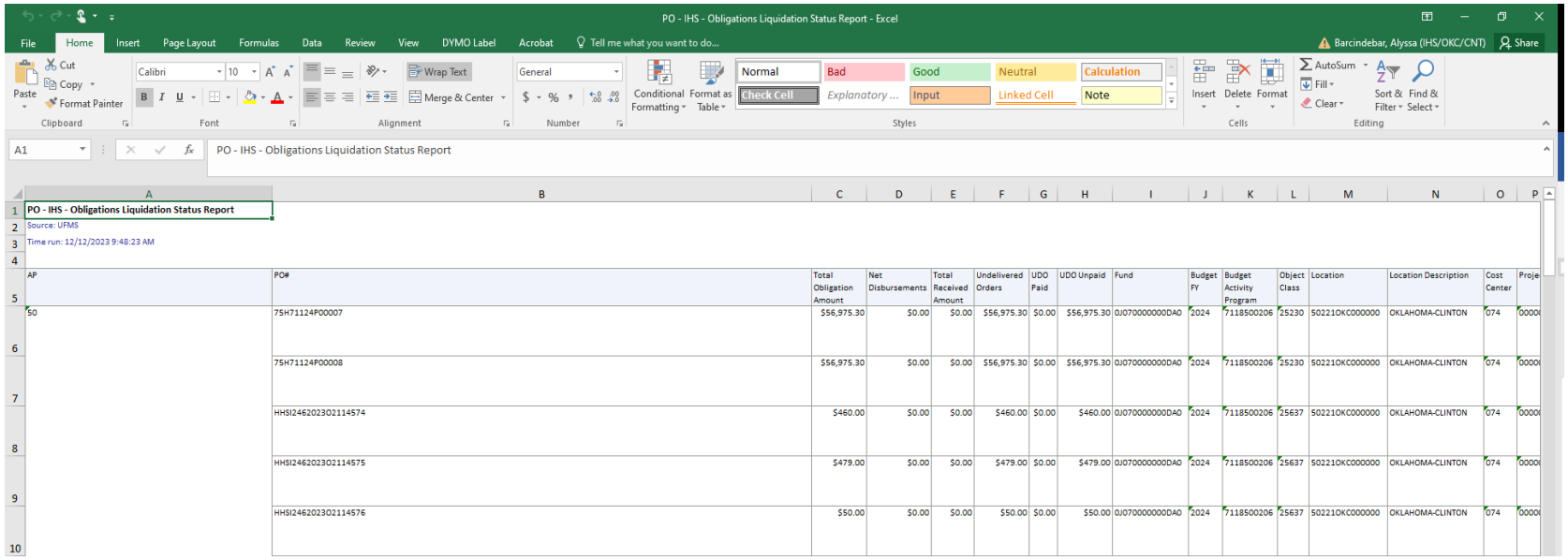
Sum of Current Year

Financial:
FBIS Obligations Liquidation Status Report

- Total obligations of PY or CY funds obligated for specified timeframe
- PY or CY obligations combined will generate total obligations
  - Calculate weekly spend rates
  - Project end of year balances on strategic spend plan
- Trending of obligations by month allows monitoring and adjustments to obligation projections on spend plan (if needed)

Financial:
FBIS Obligations Liquidation Status Report

- Excel Report can be sorted, filter, create pivot table, etc.



PO - IHS - Obligations Liquidation Status Report - Excel

PO - IHS - Obligations Liquidation Status Report

Source: UFMS

Time run: 12/12/2023 9:48:23 AM

AP	PO#	Total Obligation Amount	Net Disbursements	Total Received Amount	Undelivered Orders	UDO Paid	UDO Unpaid	Fund	Budget FY	Budget Activity Program	Object Class	Location	Location Description	Cost Center	Proje
50	75H71124P00007	$56,975.30	$0.00	$0.00	$56,975.30	$0.00	$56,975.30	0J070000000DA0	2024	7118500206	25230	50221OKC000000	OKLAHOMA-CLINTON	074	0000
	75H71124P00008	$56,975.30	$0.00	$0.00	$56,975.30	$0.00	$56,975.30	0J070000000DA0	2024	7118500206	25230	50221OKC000000	OKLAHOMA-CLINTON	074	0000
	HHSI246202302114574	$460.00	$0.00	$0.00	$460.00	$0.00	$460.00	0J070000000DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	0000
	HHSI246202302114575	$479.00	$0.00	$0.00	$479.00	$0.00	$479.00	0J070000000DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	0000
	HHSI246202302114576	$50.00	$0.00	$0.00	$50.00	$0.00	$50.00	0J070000000DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	0000

Financial:
FBIS Obligations Liquidation/UDO Report

- Identifies total number of all prior year PRC undelivered orders
- Recommend filtering to include only those > 365 days for analysis
  - Ensures facility doesn't unintentionally deobligate funds needed by vendor
  - Hospital based charges are subject to 1 year timely filing but not PRC rates
- Rationale: Identifies the number and dollar amount of expiring purchase orders that could be de-obligated & recycled for obligation.
- **Important:** Staff should send open vendor document to each vendor, confirm from vendor it is not needed AND then de-obligate.

Financial:
FBIS Obligations Liquidation/UDO Report

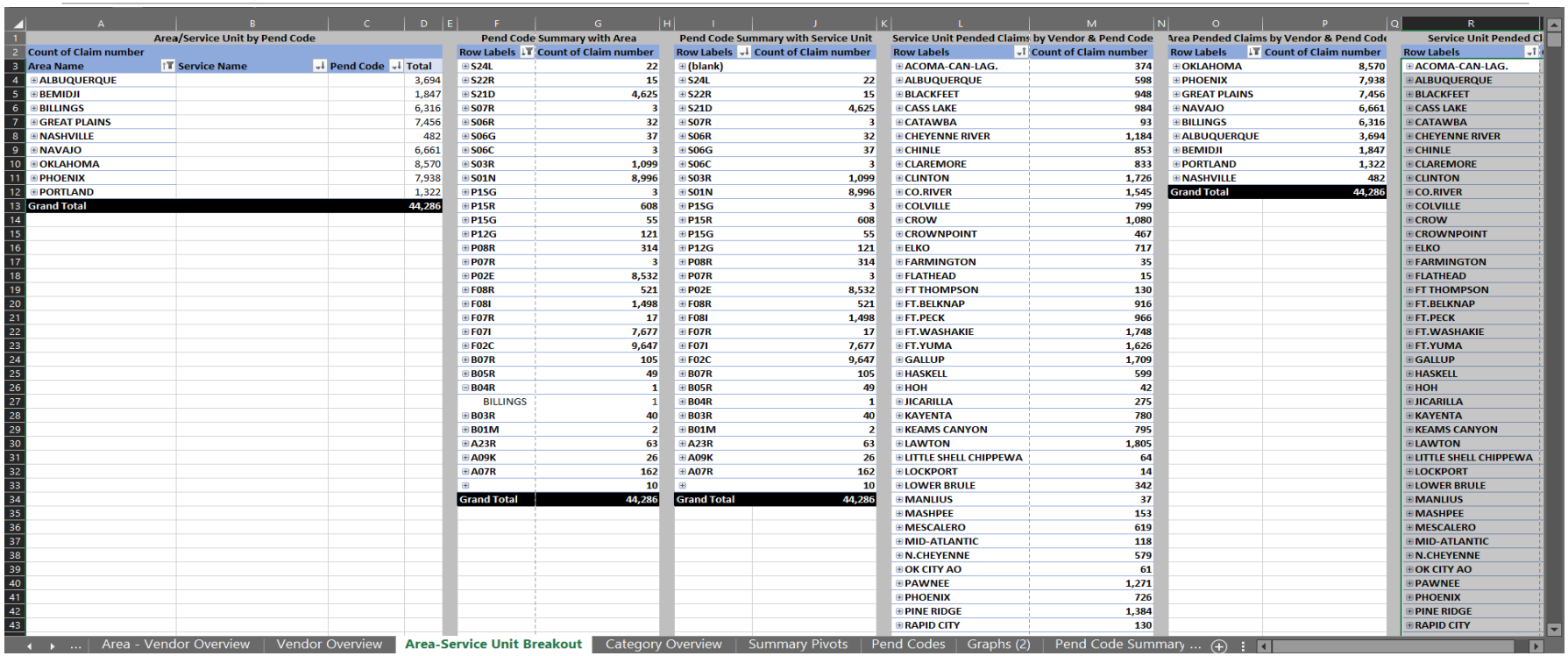
- Requires filtering in Excel for undelivered and > 365 days
- Report will show PRC purchase orders and UFMS purchase orders

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1	AP	PO#	Total Obligation Amount	Net Disbursements	Total Received Amount	Undelivered Orders	UDO Paid	UDO Unpaid	Fund	Budget FY	Budget Activity Program	Object Class	Location	Location Description	Cost Center	Project	Treasury Symbol	Vendor #	Vendor Name
149		HHSI2462024O2100051	$250.00	$0.00	$0.00	$250.00	$0.00	$250.00	0J070020240DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	000000	75 X 0390	124610	HEALTH CARE SERVICE CORPORATION 124610
150		HHSI2462024O2100052	$600.00	$0.00	$0.00	$600.00	$0.00	$600.00	0J070020240DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	000000	75 X 0390	124610	HEALTH CARE SERVICE CORPORATION 124610
151		HHSI2462024O2100053	$60.00	$0.00	$0.00	$60.00	$0.00	$60.00	0J070020240DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	000000	75 X 0390	124610	HEALTH CARE SERVICE CORPORATION 124610
152		HHSI2462024O2100054	$300.00	$0.00	$0.00	$300.00	$0.00	$300.00	0J070020240DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	000000	75 X 0390	124610	HEALTH CARE SERVICE CORPORATION 124610
153		HHSI2462024O2100055	$300.00	$0.00	$0.00	$300.00	$0.00	$300.00	0J070020240DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	000000	75 X 0390	124610	HEALTH CARE SERVICE CORPORATION 124610
154		HHSI2462024O2100058	$300.00	$0.00	$0.00	$300.00	$0.00	$300.00	0J070020240DA0	2024	7118500206	25637	50221OKC000000	OKLAHOMA-CLINTON	074	000000	75 X 0390	124610	HEALTH CARE SERVICE CORPORATION 124610
155	50 Total		$316,364.60	$0.00	$0.00	$316,364.60	$0.00	$316,364.60											

Financial: FI Pended Claims Report

- Identifies the number & dollar amount of pended claims at the FI that need to be researched to ensure the provider is paid in timely fashion
- Available on the FI Repository Website
- Adhoc report is available to all federal sites on PRC Metrics Team Site
- Available to see all pended claims by Area, vendor, claim #, reason, etc.
- Pend Codes:
  - F02C and F07I – FI based for internal edit/review
  - P02E – provider claim is missing EOB
  - S01N – Service unit obligation needed for additional claim
  - S21D – Service unit obligation not crossing over (transmission, HUB, skeletal PO)

Financial: FI Pended Claims Report



Area/Service Unit by Pend Code

Count of Claim number

Area Name	Service Name	Pend Code	Total
ALBUQUERQUE			3,694
BEMIDJI			1,847
BILLINGS			6,316
GREAT PLAINS			7,456
NASHVILLE			482
NAVAJO			6,661
OKLAHOMA			8,570
PHOENIX			7,938
PORTLAND			1,322
Grand Total			44,286

Pend Code Summary with Area

Row Labels	Count of Claim number
S24L	22
S22R	15
S21D	4,625
S07R	3
S06R	32
S06G	37
S06C	3
S03R	1,099
S01N	8,996
P15G	3
P15R	608
P15G	55
P12G	121
P08R	314
P07R	3
P02E	8,532
F08R	521
F08I	1,498
F07R	17
F07I	7,677
F02C	9,647
B07R	105
B05R	49
B04R	1
BILLINGS	1
B03R	40
B01M	2
A23R	63
A09K	26
A07R	162
	10
Grand Total	44,286

Pend Code Summary with Service Unit

Row Labels	Count of Claim number
(blank)	
S24L	22
S22R	15
S21D	4,625
S07R	3
S06R	32
S06G	37
S06C	3
S03R	1,099
S01N	8,996
P15G	3
P15R	608
P15G	55
P12G	121
P08R	314
P07R	3
P02E	8,532
F08R	521
F08I	1,498
F07R	17
F07I	7,677
F02C	9,647
B07R	105
B05R	49
B04R	1
B03R	40
B01M	2
A23R	63
A09K	26
A07R	162
	10
Grand Total	44,286

Service Unit Pended Claims by Vendor & Pend Code

Row Labels	Count of Claim number
ACOMA-CAN-LAG.	374
ALBUQUERQUE	598
BLACKFEET	948
CASS LAKE	984
CATAWBA	93
CHEYENNE RIVER	1,184
CHINLE	853
CLAREMORE	833
CLINTON	1,726
CO.RIVER	1,545
COLVILLE	799
CROW	1,080
CROWNPOINT	467
ELKO	717
FARMINGTON	35
FLATHEAD	15
FT THOMPSON	130
FT.BELKNAP	916
FT.PECK	966
FT.WASHAKIE	1,748
FT.YUMA	1,626
GALLUP	1,709
HASKELL	599
HOH	42
JICARILLA	275
KAYENTA	780
KEAMS CANYON	795
LAWTON	1,805
LITTLE SHELL CHIPPEWA	64
LOCKPORT	14
LOWER BRULE	342
MANLIUS	37
MASHPEE	153
MESCALERO	619
MID-ATLANTIC	118
N.CHEYENNE	579
OK CITY AO	61
PAWNEE	1,271
PHOENIX	726
PINE RIDGE	1,384
RAPID CITY	130

Area Pended Claims by Vendor & Pend Code

Row Labels	Count of Claim number
OKLAHOMA	8,570
PHOENIX	7,938
GREAT PLAINS	7,456
NAVAJO	6,661
BILLINGS	6,316
ALBUQUERQUE	3,694
BEMIDJI	1,847
PORTLAND	1,322
NASHVILLE	482
Grand Total	44,286

Service Unit Pended Cl

Row Labels
ACOMA-CAN-LAG.
ALBUQUERQUE
BLACKFEET
CASS LAKE
CATAWBA
CHEYENNE RIVER
CHINLE
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FT THOMPSON
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FT.PECK
FT.WASHAKIE
FT.YUMA
GALLUP
HASKELL
HOH
JICARILLA
KAYENTA
KEAMS CANYON
LAWTON
LITTLE SHELL CHIPPEWA
LOCKPORT
LOWER BRULE
MANLIUS
MASHPEE
MESCALERO
MID-ATLANTIC
N.CHEYENNE
OK CITY AO
PAWNEE
PHOENIX
PINE RIDGE
RAPID CITY

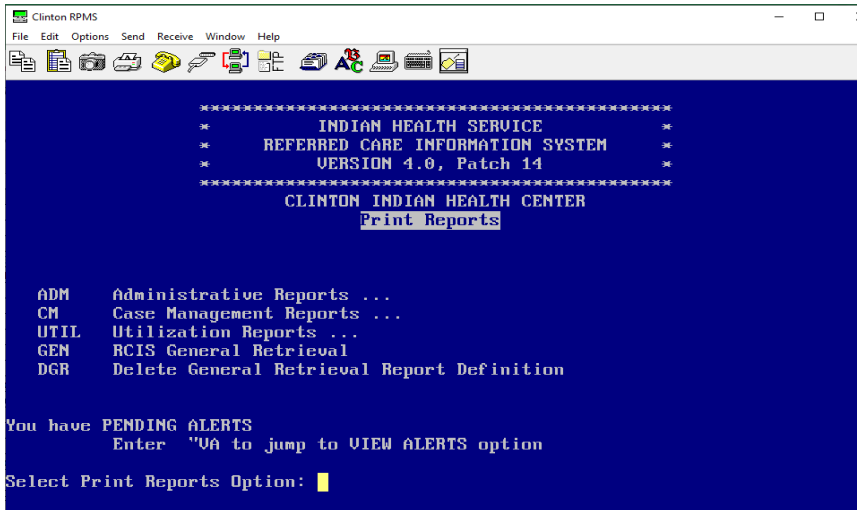
Area - Vendor Overview | Vendor Overview | Area-Service Unit Breakout | Category Overview | Summary Pivots | Pend Codes | Graphs (2) | Pend Code Summary ...

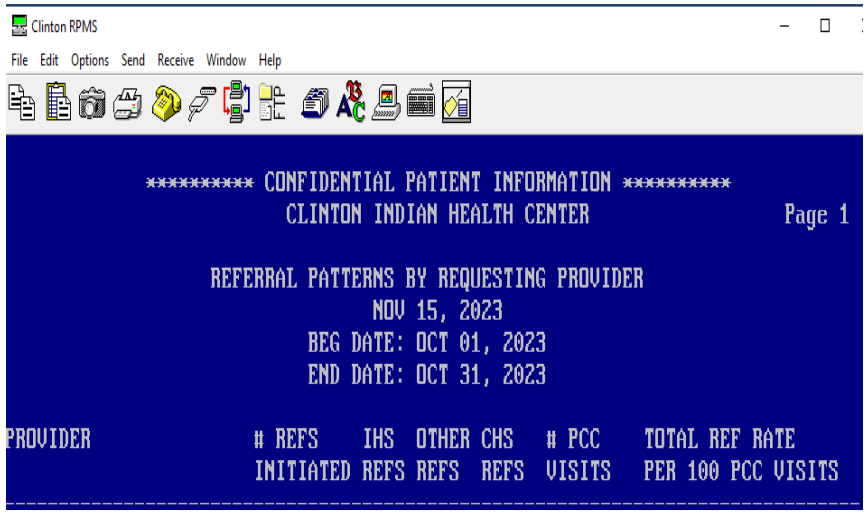
Financial: Other

- **PRC Register**
  - This serves as PRC's checkbook with funds allowanced from Area funds
  - Not automatic; requires actions from Area Finance & PRC for "loading of funds
  - Each PRC PO is automatically deducted from funds
  - UFMS POs require "special local" to tie up funds; requires coordination between acquisition team and PRC
  - Prior Year funds requires funds to be rolled forward as funds are deobligated
- **PRC Reconciliation** - Multi-step process that reconciles PRC register, UFMS, & Hub
- **CHEF Report** – Electronic claim submission and identification in CHEF tool; See PRC Metrics
- **Budget Analyst** – the sheer number of financial transactions easily justifies position

Operations: Referral Volume

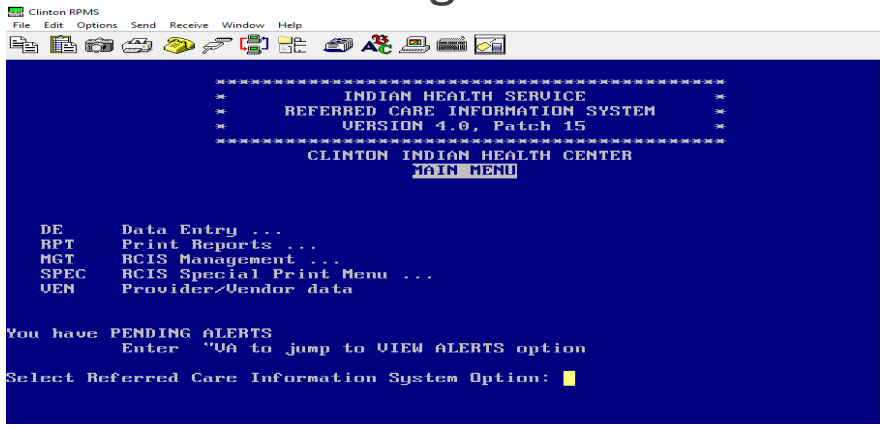
- Total referrals (including ER/hospitalizations) to track/trend referral volume
- Available within Utilization Report feature

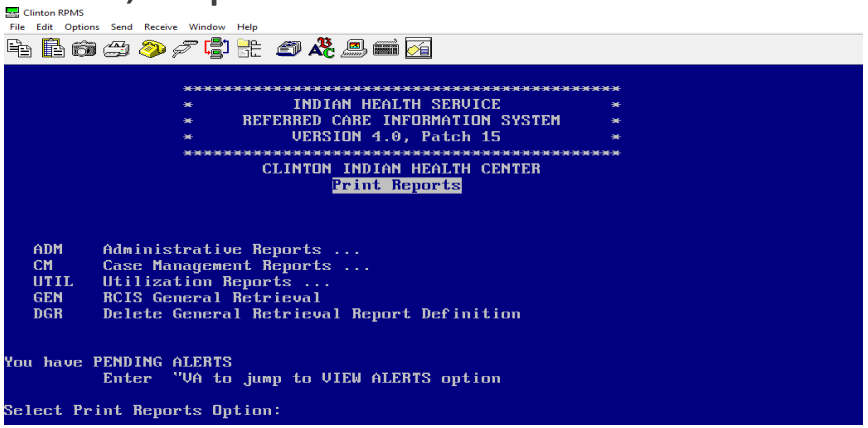




Operations: Pending Referrals

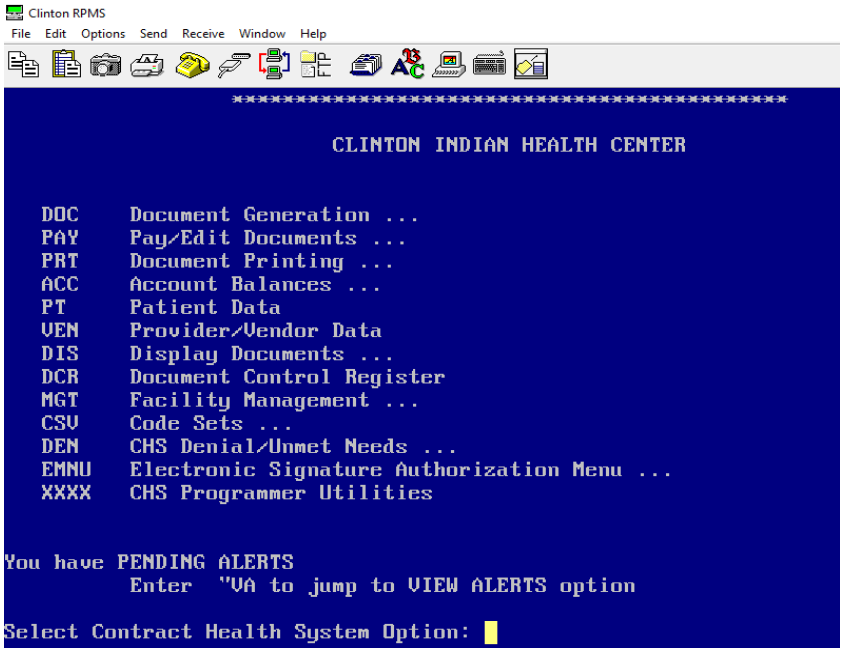
- Insight into referral processing & application of medical priorities
- Each facility will have pending referrals as normal course of operations as referrals are worked, reviewed, and sent through medical review
- Monitor date range to monitor timeliness, esp. the oldest





Operations: Denials

- Number of referrals denied by category:
  - Eligible but Care not Within Medical Priority
  - Eligible but Alternate Resource was Available
  - Patient not Eligible
  - Emergency Notification not Provided within 72 hours
  - Non-Emergency Care with No Prior Authorization
  - Patient Resides Outside PRC Service Delivery Area
  - IHS Facility was Accessible & Available
- Projects future unmet needs
- Monitor reason for denials
- Remember: Culture of “YES”



PRC Metrics (Teams)

- ORAP developed Team's Data PRC Metrics Reporting Tool
- Includes status of allowances, obligation of funds, priority levels of funding, spend rates, # of referrals processed, CHEF cases, UDOs, FI pended claims, # of denials, frequency of medical review & vacancy rates
- Data elements to assist facilities with management and oversight
- Oklahoma City and Phoenix served as initial alpha & beta tests
- Released to all Areas in February 2024 via Microsoft Teams platform
- Data has guided operational and funding decision-making

PRC Data Metric Reporting Guide

Version 6.0 – April 2024

PRC Data Metric Reporting Guide

Office of Resource Access and Partnership (ORAP) at the guidance of the IHS Director is collecting key Purchase/Referred Care (PRC) Operations metrics necessary for analyzing the health of PRC operations at our federally operated Service Units (SUs). ORAP, in collaboration with the Office of Information Technology, has created a Teams Site for gathering these essential metrics.

We aim to find a solution that will automate the delivery of this data in the future. However, until that time, we request each SU to complete a data request form by the 10th of each month. Information collected will be imported into a business analytics tool for analysis that will be shared with Areas and Service Units. Furthermore, this will provide each service unit with key data element to begin monitoring and striving for improvements if necessary. ORAP is invested to partner with our federal facilities to collaboratively generate improvement that benefits our IHS staff and our patients.

Data Request:

A. **Assignment of Responsible Individuals:** Area Purchased/Referred Care Officers are requested to collaborate with ORAP and Service Unit Leadership to designate and maintain the list of individual(s) responsible for inputting data into the Monthly PRC Report Teams Site. Please contact Sam Brewster at Samuel.Brewster@ihs.gov for access or questions regarding the PRC Data Metric Team's site. The direct link to the Team's site is: https://teams.microsoft.com/l/channel/19%3aOWbUVsEUp7F_j1f4uBZuq6Tobt01SWdAgv9mo0Umbpo1%40thread.tacv2/General?groupId=dbe306e6-fe77-41ab-a318-5f3229c20d50&tenantId=505de575-5ef9-45ef-b09d-1b1037c2db1b

B. **Data Entry Requirements:** The designated individual(s) are requested to use this step-by-step guide and enter data for the previous month by the 10th day of the following month. Please contact Joe Bryant at joe.bryant@ihs.gov or John Rael at john.rael@ihs.gov if you have questions regarding a specific metric element.

    1. Note: Some metrics require FBIS access. We strongly encourage your PRC supervisor or reporting delegate to gain access to FBIS. Access is granted through Service Now with guidance at https://ofspo.hhs.gov/fbis/resources/requesting-fbis-access-servicenow.

C. **Strategic Spend Plan:** In addition to the data metrics, we are requesting each facility to complete a strategic spend plan. It vital for each service unit to budget and monitor spending to provide for an end of year carryover between 10-25% of their annual recurring base. Once established, the Service Unit will maintain and update as necessary. Please see associated excel template/example and guide below for details. Also, below are important references:

    1. Use of PRC Funds for Staff Administering the PRC Program: https://www.ihs.gov/ihm/pc/part-2/chapter-3-purchased-referred-care/#2-3.12B
    2. Use of PRC Funds in Support of Direct Care: https://www.ihs.gov/ihm/pc/part-2/p2c3-ex-d/

Data – Referral Processing Dashboard

- In development by Oklahoma City Area/Clinton Service Unit
- Task-man “job” extraction to track referral from initiation to payment
- Designed for insight into each step of referral life cycle & identify delays
- Designed to tell leadership “how long it is taking”
- Identification of referral status & workflow for PRC department
- Visualization via Microsoft Power BI to allow all IHS access to platform and no additional license or cost
- Provides graphical view and extraction into excel file for further analysis

Data – Referral Processing Dashboard

- **Timeliness:**
  - Average Days – Referral Initiation Date to Approval Date
    - Benchmark: Average of 1-2 days for urgent priority 1s; 3-5 days for routine referrals
  - Average Days – Referral Initiation Date to Patient's Appointment Date
    - Benchmark: Average of ~30 days; varies based upon specialty and wait times
  - Average Days – Referral Approved Date to Patient's Appointment Date
    - Benchmark: Average of ~30 days; varies based upon specialty and wait times
  - Average Days – Referral Purchase Order Date Issued to Payment Date by FI
    - Benchmark: Use IHS GPRA benchmark of 60 days
  - Average Days – Patient's Appointment Date to Records Review (loop closure)
    - Benchmark: TBD; likely ~60 days
- **Note:** benchmarks are tentative and not final

Data – Referral Processing Dashboard

- **Pending Referrals:**
  - Listing of all pending referrals that are not approved
  - Available for provider referrals, ER/notifications, Medicaid and IHS to IHS
- **Referral Scheduling:**
  - Listing of all approved referrals without a date in date of service field
- **Referrals without PO:**
  - Listing of all approved referrals with a date of service but no PO issued
- **Vendor Scheduling:**
  - Identification of all vendor referrals with calculation of # of referrals & average time to scheduling

Contact Information

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