

**BLOSS MEMORIAL HEALTHCARE DISTRICT, A Public Entity (BMHD)
CENTRAL CALIFORNIA DENTAL SURGERY CENTER (CCDSC)**

**Advisory Committee Meeting
Executive Conference Room
Tuesday, October 25, 2016
10:00 am**

AGENDA FOR PUBLIC SESSION

I. PUBLIC COMMENTS

“Comments can be made concerning any matter within the Advisory Committee’s jurisdiction; but if the matter is not on the agenda, there will be no discussion of the issue. A person addressing the Advisory Committee will be limited to 5 minutes.”

	<u>ACTION</u>	<u>EXHIBIT</u>
II. CALL TO ORDER		
III. ROLL CALL		
IV. APPROVAL OF AGENDA	*	
V. APPROVAL OF MINUTES		
A. September 27, 2016 Meeting Minutes	*	1
VI. FINANCIAL REPORT		
A. September 2016 Financials	*	2
VII. ADMINISTRATOR REPORT		
VIII. REPORTS		
IX. OLD BUSINESS		
X. NEW BUSINESS		
A. Policies & Procedures Recommendation	*	
B. Credentialing / Privileging Recommendation	*	
XI. AGENDA FOR CLOSED SESSION		
Closed Session Items Pursuant the Brown Act will be:		
1. Section 54954.5(h) Report Involving Trade Secrets – Regarding New Services.		
Estimated date of public disclosure will be in 2016.		
2. Section 54954.5 (c); 54956.9 Conference with Legal Counsel for Initiation of Litigation.		
3. Section 1461 of the Health and Safety Code – Quality Management.		
4. Section 54957 Personnel Actions.		
XII. NEXT MEETING DATE		
XIII. ADJOURNMENT		

**BLOSS MEMORIAL HEALTHCARE DISTRICT, A Public Entity (BMHD)
CENTRAL CALIFORNIA DENTAL SURGERY CENTER (CCDSC)
Advisory Committee Meeting
Executive Conference Room
Tuesday, September 27, 2016
10:00 am**

CALL TO ORDER

Edward Lujano called the meeting to order at 10:00 a.m.

ROLL CALL

Present: Edward Lujano, Bloss CEO; Fily Cale, Executive Assistant; Kory Billings, Committee Member; Lloyd Weaver, Committee Member.

Others Present: Dawnita Castle, Senior Accountant

Absent: Bill Able, Bloss CFO and David Thompson, CCDSC Administrator

APPROVAL OF AGENDA

A motion was made / seconded, (Lloyd Weaver / Kory Billings) to approve the September 27, 2016 agenda as presented. Motion carried.

APPROVAL OF MINUTES

A. August 23, 2016 Meeting Minutes, Exhibit 1

A motion was made /seconded, (Lloyd Weaver / Kory Billings) to approve the August 23, 2016 meeting minutes as presented, Exhibit 1. Motion carried.

FINANCIAL REPORT

A. July 2016 Financials, Exhibit 2

Dawnita Castle, Senior Accountant, reported that for the month of August 2016 CCDSC was awarded a \$10,000 grant from Delta Dental Community Health Foundation to defray some of the 2015 costs. In the grant revenue \$6,667 was recorded and the balance will be deferred over the rest of the year.

CCDSC treated 203 patients and recorded a net profit of \$33,302 before overhead and a net profit, including overhead in the amount of \$27,271. The net per case for August 2016 was higher at \$1,305 per case and expenses per case were \$1,174.

A motion was made /seconded, (Kory Billings / Lloyd Weaver) to approve and accept the August 2016 Financial Report, Exhibit 2. Motion carried.

ADMINISTRATOR REPORT

Edward Lujano reported that David Thompson is out today, but was able to provide Edward Lujano with some highlights.

The CCDSC new provider search is going well. Karen Drosdik, DDS, has been credentialed and started last week. She has the experience and expertise to immediately start. She mentored with several provider and has picked up the process very quickly.

Janice Huang, DDS, will be presented this week, but we are still waiting for her Denti-Cal enrollment. Dr. Baines also submitted his application and Sabrina Cooksey, HR Director will try to expedite his credentialing. He is currently a Denti-Cal provider.

An eight goal matrix related to staff customer service and patient care was started for the next quarter. From referrals to conversion rates including a secret shopper who will call in from time to time. We will also be monitoring the cancellation rate, average OR and no injuries.

The approved budget for July of this year had an increase in staff pay rate, which was effective this past month and the staff was appreciative. They also thanked us and the Board of Directors.

REPORTS

None.

OLD BUSINESS

None

NEW BUSINESS

A. Policies & Procedures Recommendation, Exhibit 4

None.

B. Credentialing Privileging Recommendation

None.

AGENDA FOR CLOSED SESSION

Edward Lujano, stated that there will be discussion under Section 1461 Quality Management.

NEXT MEETING DATE

The next Governance meeting will be held Tuesday, October 25, 2016 at 10:00 am.

ADJOURNMENT

As there was no further business, the meeting adjourned into closed session at 10:05 am.

The meeting reconvened into public session at 10:21 am. No action taken.

Respectfully Submitted,

Fily Cale
Executive Assistant

Kory Billings
Committee Member

**CENTRAL CALIFORNIA DENTAL SURGERY CENTER (CCDSC)
Period Ended September 2016**

September Financial Statements:

Prior Month Comparison (**blue**)

Monthly Operating Report Summary (**green**)

Accrual Basis

Income Statement per Case Analyses (**white**)

March Check Register (**goldenrod**)

A/R Aging (**white**)

A/R Activity Summary (**pink**)

Monthly Billing by Insurance (**green**)

CENTRAL CALIFORNIA DENTAL SURGERY CENTER
 MONTHLY OPERATING STATEMENT
 PRIOR MONTH COMPARISON
 7200 BMH CCDC
 D. THOMPSON

	SEP 2016 ACTUAL	AUG 2016 ACTUAL	\$ VARIANCE	% VARIANCE
REVENUES				
CCDC DENTAL SURGERY REV	277,124	293,791	(16,667)	(5.67)%
TOTAL PATIENT REVENUE	277,124	293,791	(16,667)	(5.67)%
DEDUCTIONS FROM REVENUES				
DENTAL SURGERY RD	27,985	28,827	841	2.92%
OTHER / SELF	0	(15)	(15)	100.00%
TOTAL DEDUCTIONS FROM REVENUE	27,985	28,812	826	2.87%
NET PATIENT REVENUE	249,139	264,979	(15,841)	(5.98)%
OTHER OPERATING REVENUE				
TOTAL NET OPERATING REVENUE	249,139	264,979	(15,841)	(5.98)%
EXPENSES				
SALARIES				
MANAGEMENT AND SUPERVISION	5,324	8,595	3,271	38.05%
TECHNICAL AND SPECIALIST	3,683	3,542	(142)	(4.00)%
REGISTERED NURSE	15,868	13,689	(2,179)	(15.92)%
LISCENSED VOCATIONAL NURSE	4,564	4,579	15	0.32%
MEDICAL ASSISTANTS	12,609	12,799	190	1.48%
CLERICAL	9,430	8,160	(1,270)	(15.56)%
VACATION EXPENSE	1,277	1,156	(121)	(10.48)%
TOTAL SALARIES	52,755	52,519	(236)	(0.45)%
BENEFITS				
FICA	3,844	3,833	(11)	(0.29)%
HEALTH INSURANCE	4,310	4,270	(40)	(0.93)%
WORKERS COMPENSATION	851	851	0	0.00%
TOTAL BENEFITS	9,005	8,955	(51)	(0.57)%
TOTAL SALARIES AND BENEFITS	61,761	61,474	(287)	(0.47)%
PROFESSIONAL FEES				

CENTRAL CALIFORNIA DENTAL SURGERY CENTER
 MONTHLY OPERATING STATEMENT
 PRIOR MONTH COMPARISON
 7200 BMH CCDS
 D. THOMPSON

	SEP 2016 ACTUAL	AUG 2016 ACTUAL	\$ VARIANCE	% VARIANCE
CONSULTING & MANAGEMENT	12,500	12,900	400	3.10%
OTHER CONTRACTED SERVICE	2,945	3,437	492	14.31%
ANESTHESIOLOGIST	46,700	51,600	4,900	9.50%
DENTIST	43,298	47,145	3,847	8.16%
TOTAL PROFESSIONAL FEES	105,443	115,082	9,639	8.38%
SUPPLIES				
DENTAL SUPPLIES	10,596	6,685	(3,911)	(58.50)%
MEDICAL GASES	532	527	(5)	(0.96)%
PHARMACEUTICALS	3,667	5,817	2,150	36.96%
OTHER MEDICAL SUPPLIES	11,273	12,436	1,163	9.35%
FOOD	0	25	25	100.00%
LINEN	1,392	1,665	274	16.44%
CLEANING SUPPLIES	0	201	201	100.00%
OFFICE SUPPLIES	1,003	1,180	177	14.97%
EMPLOYEE APPAREL	1,011	815	(196)	(24.10)%
INSTRUMENTS & MINOR EQUIPMENT	60	73	13	18.19%
OTHER MINOR EQUIPMENT	1,762	2,013	251	12.45%
OTHER NON-MEDICAL SUPPLIES	1,482	931	(551)	(59.21)%
FREIGHT ON PURCHASES	143	151	8	5.52%
GROSS VARIANCE	6	1	(5)	(405.04)%
SALES TAX AND VARIANCE	949	589	(360)	(61.02)%
TOTAL SUPPLIES	33,875	33,109	(767)	(2.32)%
PURCHASED SERVICES				
REPAIRS AND MAINTENANCE	2,631	1,131	(1,500)	(132.59)%
MANAGEMENT SERVICES	200	200	0	0.00%
RECRUITING	75	0	(75)	
OTHER PURCHASED SERVICES	17,549	17,239	(311)	(1.80)%
TOTAL PURCHASED SERVICES	20,455	18,570	(1,885)	(10.15)%
DEPRECIATION				
DEPREC - LAND & IMPROVEMENTS	100	100	0	0.00%
DEPREC-LEASEHOLD IMPROVEMENTS	15	15	0	0.00%
DEPREC-EQUIPMENT	1,815	1,815	0	0.00%
TOTAL DEPRECIATION	1,930	1,930	0	0.00%
RENTS AND LEASES				
UTILITIES				

CENTRAL CALIFORNIA DENTAL SURGERY CENTER
 MONTHLY OPERATING STATEMENT
 PRIOR MONTH COMPARISON
 7200 BMH CGDSC
 D. THOMPSON

	SEP 2016 ACTUAL	AUG 2016 ACTUAL	\$ VARIANCE	% VARIANCE
OTHER OPERATING EXPENSES				
TAX AND LICENSE	39	0	(39)	
OTHER UNASSIGNED COSTS	379	198	(181)	(91.20)%
TELEPHONE	544	767	223	29.03%
SUBSCRIPTIONS & DUES	473	39	(434)	(1,112.82)%
TRAVEL	2,690	3,405	715	20.99%
ADVERTISING	1,063	2,257	1,195	52.92%
OTHER EXPENSES	626	514	(112)	(21.84)%
CONTINGENCY EXP	1,000	1,000	0	0.00%
TOTAL OTHER OPERATING EXPENSE	6,814	8,180	1,366	16.70%
TOTAL OPERATING EXPENSE	230,278	238,344	8,066	3.38%
NET INCOME FROM OPERATIONS	18,860	26,635	(7,775)	(29.19)%
NON-OPERATING REVENUES				
GRANT REVENUE	833	6,667	(5,833)	(87.50)%
TOTAL NON-OPERATING REVENUE	833	6,667	(5,833)	(87.50)%
NET INCOME BEFORE ALLOCATION OF OVERHEAD	19,694	33,302	(13,608)	(40.86)%
ALLOCATIONS				
ALLOCATION - SQ FT	5,432	5,870	437	7.45%
ALLOCATION - SALARY	162	162	0	0.00%
TOTAL ALLOCATIONS	5,594	6,031	437	7.25%
NET INCOME AFTER ALLOCATION OF OVERHEAD	14,100	27,271	(13,171)	(48.30)%
STATISTICS				
LABOR STSTISTICS				

RUN DATE: 10/19/16
RUN TIME: 0841

Castle Family Health Centers GL **LIVE**

PAGE 4
RUN: CCDC REPORTS RPT: CCSDTLMO FMT: INC MO 1

CENTRAL CALIFORNIA DENTAL SURGERY CENTER
MONTHLY OPERATING STATEMENT
PRIOR MONTH COMPARISON
7200 BMH CCDC
D. THOMPSON

	SEP 2016 ACTUAL	AUG 2016 ACTUAL	\$ VARIANCE	% VARIANCE
PRODUCTIVE HOURS	1,833	1,974	141	7.15%
NON-PRODUCTIVE HOURS	379	246	(132)	(53.67)%
TOTAL PAID HOURS	2,211	2,220	9	0.40%
VISITS				
OTHER VISITS	191	203	12	5.91%
TOTAL VISITS	191	203	12	5.91%
PROCEDURES				

CENTRAL CALIFORNIA DENTAL SURGICAL CENTER
 MONTHLY OPERATING REPORT SUMMARY
 7200 BHF CDDSC
 D. THOMPSON

	SEP 2016 ACTUAL	SEP 2015 ACTUAL	\$ VARIANCE	% VARIANCE	SEP 2016 YTD ACTUAL	SEP 2015 YTD ACTUAL	\$ VARIANCE	% VARIANCE
PATIENT SERVICES REVENUE	277,124	342,695	(65,571.51)	(19)%	861,627	989,451	(127,824)	(12.92)%
CCDSC DENTAL SURGERY REV	277,124	342,695	(65,571.51)	(19)%	861,627	989,451	(127,824)	(12.92)%
TOTAL PATIENT REVENUE	27,985	34,270	6,284.35	18%	82,992	76,771	(6,221)	(8.10)%
DEDUCTIONS FROM REVENUE	0	0	0.00	0%	(15)	0	15	
DENTAL SURGERY RD								
OTHER / SELF								
TOTAL DEDUCTIONS FROM REVENUE	249,139	308,426	(59,287.16)	(19)%	778,650	912,680	(134,030)	(14.69)%
NET PATIENT REVENUE								
OTHER REVENUE			0.00	0%		0	0	0.00%
TOTAL NET OPERATING REVENUE	249,139	308,426	(59,287.16)	(19)%	778,650	912,680	(134,030)	(14.69)%
OPERATING EXPENSES	52,755	47,271	(5,484.78)	(12)%	154,789	152,789	(2,000)	(1.31)%
SALARIES AND WAGES	9,005	7,027	(1,978.76)	(28)%	20,205	22,627	2,423	10.71%
EMPLOYEE BENEFITS	105,443	132,655	27,211.23	21%	327,819	359,861	32,042	8.90%
PROFESSIONAL FEES	33,875	29,996	(3,879.42)	(13)%	107,540	108,506	966	0.89%
SUPPLIES	20,455	18,788	(1,666.93)	(9)%	57,648	77,951	20,304	26.05%
PURCHASED SERVICES	1,930	1,715	(215.78)	(13)%	5,592	5,143	(448)	(8.71)%
DEPRECIATION	6,814	16,537	9,722.70	59%	28,981	51,338	22,357	43.55%
OTHER EXPENSES								
TOTAL OPERATING EXPENSE	230,278	253,987	23,708.32	9%	702,572	778,215	75,643	9.72%
NET INCOME FROM OPERATIONS	18,860	54,439	(35,578.84)	(65)%	76,078	134,464	(58,387)	(43.42)%
NON-OPERATING REVENUE	833	0	833.33	0%	7,500	0	7,500	0.00%
NON-OPERATING EXPENSE	0	0	0.00	0%	0	0	0	0.00%
NET NON-OPERATING INCOME	833	0	833.33		7,500	0	7,500	
NET INCOME	19,694	54,439	(34,745.51)	(64)%	83,578	134,464	(50,887)	(37.84)%

BLOSS MEMORIAL HEALTHCARE DISTRICT

INCOME STATEMENT

\$ PER CASE

Month of September 2016

	<u>CCDSC</u>	<u>CCDSC</u>
NUMBER OF CASES	<u>191</u>	<u>191</u>
NET PATIENT REVENUE	249,139	1,304
OTHER REVENUE	<u>0</u>	<u>0</u>
TOTAL NET OPERATING REVENUE	<u>249,139</u>	<u>1,304</u>
OPERATING EXPENSES		
SALARIES AND WAGES	52,756	276
EMPLOYEE BENEFITS	9,006	47
PROFESSIONAL FEES	105,443	552
SUPPLIES	33,875	177
PURCHASED SERVICES	20,455	107
DEPRECIATION	1,930	10
RENT	0	0
UTILITIES	0	0
INSURANCE	0	0
OTHER EXPENSES	6,814	36
TOTAL OPERATING EXPENSE	<u>230,278</u>	<u>1,206</u>
NET INCOME FROM OPERATIONS	18,861	98
NON-OPERATING REVENUE	<u>833</u>	<u> </u>
NET INCOME	<u><u>19,694</u></u>	<u><u>103</u></u>

**Central California Dental Surgery Center
Auto Debits - Old Account**

Bank Fees	378.96
Transfer to CCDSC New Account	0.00
Transfer to Bloss	0.00
Grand Total	<u>378.96</u>

**Central California Dental Surgery Center
Auto Debits - New Account**

Bank Fees	0.00
Transfer to Bloss for Payroll	170,520.95
Grand Total	<u>170,520.95</u>

RUN DATE: 10/03/16
 RUN TIME: 1009
 RUN USER: COOKS

Castle Family Health Centers AP **LIVE**
 CHECK REGISTER BY DATE

CCDSC
 FROM 09/01/16 TO 09/30/16

DATE	CHECK NUM	VENDOR NUM	VENDOR NAME	STATUS	STATUS DATE	AMOUNT	
						ISSUED/ CLEARED	VOIDED/ UNCLAIMED
09/08/16	001637	S0320	A SIMPLE SOLUTION	ISSUED	09/08/16	438.60	
09/08/16	001638	S0297	ALSCO, INC.	ISSUED	09/08/16	482.64	
09/08/16	001639	S0350	AT&T - CALNET 3	ISSUED	09/08/16	49.80	
09/08/16	001640	S0291	DE LAGE LANDEN	ISSUED	09/08/16	44.69	
09/08/16	001641	S0191	HENRY SCHEIN MEDICAL (920126)	ISSUED	09/08/16	807.56	
09/08/16	001642	S0066	HENRY SCHEIN DENTAL (3194208)	ISSUED	09/08/16	2510.96	
09/08/16	001643	S0016	MCKESSON MEDICAL SURGICAL(54363856)	ISSUED	09/08/16	2723.98	
09/14/16	001644	S0297	ALSCO, INC.	ISSUED	09/14/16	223.80	
09/14/16	001645	S0334	AMERICAN ASSOCIATION OF BIONALYSTS	ISSUED	09/14/16	75.00	
09/14/16	001646	S0033	AT&T	ISSUED	09/14/16	57.84	
09/14/16	001647	S0035	AT&T	ISSUED	09/14/16	92.49	
09/14/16	001648	S0350	AT&T - CALNET 3	ISSUED	09/14/16	93.43	
09/14/16	001649	S0223	CASTLE FAMILY HEALTH CENTERS, INC.	ISSUED	09/14/16	113.86	
09/14/16	001650	S0271	CHILDREN'S DENTAL SURGERY CENTER	ISSUED	09/14/16	431.54	
09/14/16	001651	S0098	MERCED COUNTY - CASTLE AIRPORT	ISSUED	09/14/16	25.49	
09/14/16	001652	S0016	MCKESSON MEDICAL SURGICAL(54363856)	ISSUED	09/14/16	1370.95	
09/14/16	001653	S0288	SMILE BUSINESS PRODUCTS, INC.	ISSUED	09/14/16	148.49	
09/14/16	001654	S0255	VALLEY YELLOW PAGES	ISSUED	09/14/16	1025.20	
09/14/16	001655	S0233	ZENITH INSURANCE COMPANY	ISSUED	09/14/16	851.00	
09/22/16	001656	S0297	ALSCO, INC.	ISSUED	09/22/16	223.00	
09/22/16	001657	S0035	AT&T	ISSUED	09/22/16	93.80	
09/22/16	001658	S0350	AT&T - CALNET 3	ISSUED	09/22/16	111.35	
09/22/16	001659	S0271	CHILDREN'S DENTAL SURGERY CENTER	ISSUED	09/22/16	1044.90	
09/22/16	001660	S0317	HCBINTEL	ISSUED	09/22/16	15343.03	
09/22/16	001661	S0191	HENRY SCHEIN MEDICAL (920126)	ISSUED	09/22/16	5667.63	
09/22/16	001662	S0012	MAXDENT DENTAL SUPPLY, INC.	ISSUED	09/22/16	440.48	
09/22/16	001663	S0016	MCKESSON MEDICAL SURGICAL(54363856)	ISSUED	09/22/16	2401.30	
09/22/16	001664	S0054	OFFICE DEPOT	ISSUED	09/22/16	360.67	
09/22/16	001665	S0020	UNIVERSAL DATATECH	ISSUED	09/22/16	799.53	
09/22/16	001666	S0021	WESTCON MEDICAL	ISSUED	09/22/16	1803.99	
09/22/16	001667	S0092	YP	ISSUED	09/22/16	563.00	
09/29/16	001668	S0297	ALSCO, INC.	ISSUED	09/29/16	226.06	
09/29/16	001669	S0239	OVERNIGHT HANDPIECE REPAIR	ISSUED	09/29/16	402.00	
09/29/16	001670	S0016	MCKESSON MEDICAL SURGICAL(54363856)	ISSUED	09/29/16	33.36	
09/29/16	001671	S0338	NUSMILE PEDIATRIC CROWNS	ISSUED	09/29/16	903.00	
09/29/16	001672	S0346	SOMTHIN' FISHY	ISSUED	09/29/16	100.00	
TOTAL \$						42084.42	

**CENTRAL CALIFORNIA DENTAL SURGERY CENTER
 ACCOUNTS RECEIVABLE AGING SCHEDULE - 12 MONTH COMPARISON**

OPEN DENT	TOTAL	0 - 30	30 - 60	60 - 90	90 - 120		% < 60 DAYS	% > 90 DAYS
Oct-15	499,373	245,906	60,370	45,029	148,069	0	61.33%	29.66%
Nov-15	412,797	141,220	45,154	42,351	184,072	0	45.15%	44.59%
Dec-15	410,350	136,470	63,419	36,135	174,327	0	48.71%	42.48%
Jan-16	442,654	169,947	42,019	37,985	192,703	0	47.89%	43.53%
Feb-16	531,506	199,884	94,781	41,767	195,093	0	55.44%	38.71%
Mar-16	647,485	284,255	110,533	40,077	212,620	0	60.97%	32.84%
Apr-16	798,403	299,243	234,651	45,210	219,300	0	66.87%	27.47%
May-16	578,007	230,973	72,878	55,492	218,664	0	52.57%	37.83%
Jun-16	667,060	279,718	94,766	48,841	243,735	0	56.14%	36.54%
Jul-16	661,577	252,009	75,976	55,643	277,948	0	49.58%	42.01%
Aug-16	632,549	239,711	57,290	37,878	297,670	0	46.95%	47.06%
Sep-16	583,485	206,005	59,134	18,158	300,188	0	45.44%	61.45%
% OF TOTAL		35.31%	10.13%	3.11%	51.45%	0.00%		

CENTRAL CALIFORNIA DENTAL SURGERY CENTER
 ACCOUNTS RECEIVABLE
 12 MONTH COMPARISON
 DAYS IN AR

	CHANGE												
	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Aug-16 Sep-16
OPEN DENT													
BEG BALANCE	577,530	489,410	412,787	410,350	442,654	531,506	647,485	796,403	578,007	667,060	661,577	632,549	(29,028)
CHARGES	280,792	147,037	143,054	170,439	206,428	293,597	307,250	304,750	290,514	290,713	293,791	277,124	16,667
PAYMENTS	(349,073)	(232,308)	(145,352)	(128,908)	(102,688)	(161,724)	(142,370)	(503,511)	(180,537)	(279,309)	(306,861)	(312,984)	6,124
ADJUSTMENTS	(9,839)	(1,342)	(150)	(9,227)	(16,878)	(15,894)	(13,961)	(21,635)	(20,924)	(16,887)	(15,958)	(13,204)	
NET IN(D)CREASE	(78,120)	(86,613)	(2,448)	32,304	86,852	115,979	150,918	(220,396)	89,053	(5,484)	(28,028)	(49,064)	(20,037)
END BALANCE	499,410	412,797	410,350	442,654	531,506	647,485	796,403	578,007	667,060	661,577	632,549	583,485	
COLLECTION % *	97.26%	99.43%	99.80%	93.32%	85.89%	91.05%	91.07%	95.88%	89.61%	94.30%	95.06%	95.95%	0.00
ADJUSTMENT %	2.74%	0.57%	0.10%	6.68%	14.11%	8.95%	8.93%	4.12%	10.39%	5.70%	4.94%	4.05%	0.90
COLLECTION RATIO ** - NOT VALID	124.32%	157.99%	101.61%	75.63%	49.27%	55.08%	46.34%	165.22%	62.14%	96.08%	104.45%	112.94%	0.08
DAYS IN AR	48.29	48.75	66.13	87.47	92.67	87.62	88.79	58.72	67.26	68.70	66.51	62.30	-4.21

*COLLECTION % = PAYMENTS DIVIDED BY TOTAL PAYMENTS & ADJUSTMENTS.

