



Patient Financial Services Report July 2026

Workforce Wellness

Patient Financial Services (PFS) includes 10 dedicated professionals who have done outstanding work, reducing accounts receivable to levels previous billing companies could not achieve. The team remains committed to PMC and works hard each day to maintain a strong, healthy revenue cycle.

Since October 2025, AR days have remained steady, ranging from mid 50s to the low 60s.

The PFS team reviews daily updates for in-network insurance billing, credentialing, claim status, and reimbursement rates.

The department currently has an opening for the Reception/Front Desk position, and the in-house team is covering those duties until the role is filled.

Community Engagement

The PFS Billing team has absorbed the Home Health (HH) claims billing process. Our billing team meets weekly with HH staff to discuss claims, reimbursement, and any issues that arise.

We continue partnering with other departments to resolve registration errors, billing denials, and Cerner-related issues where our team can assist.

Our team is closely monitoring MRI claims for issues and accurate reimbursement. Payments received to date have aligned with our contracts.

Patient Centered Care

Direct Primary Care enrollments and subscriptions will be processed and tracked by PFS staff. We will also be monitoring patient charges to ensure they fall within the program parameters.

PMC offers interest-free payment plans and financial assistance for patients who need help with outstanding balances. Patients with self-pay or out-of-network insurance may also receive a prompt-pay discount if payment is made within 30 days of the first statement. The PFS team supports these services and assists with AK Medicaid enrollments.

Facility

PFS continues to research patient engagement software to create a more streamlined, user-friendly experience. We are also evaluating contract management options to better track reimbursement rates under our contracts.

Our workspace meets our current needs, and all equipment is functioning properly.

Financial Wellness

Medical billing remains a critical component of the organization's financial performance, directly impacting revenue cycle management, cash flow, and overall financial stability. The team continues to evaluate and refine billing workflows to improve efficiency, accuracy, and collections. Cross training initiatives are underway to ensure staff proficiency in both insurance and self-pay processes, providing operational continuity during employee absences and minimizing disruptions to the revenue cycle.

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