

OCTOBER 10, 2007

Pulse Extra is available each Wednesday by 6:00 a.m. A product of Crain's New York Business. Copyright 2007. Reproduction, forwarding or reuse in any form is prohibited.

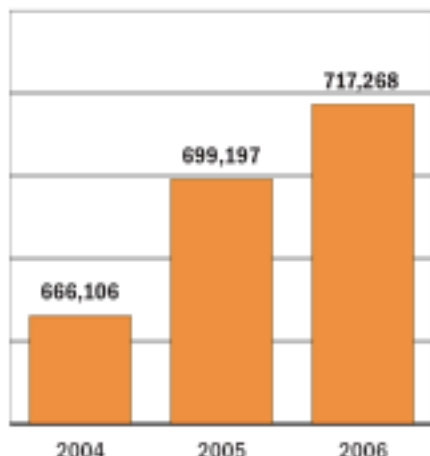
CRAIN'S pulse

A special report on health care in New York

extra

This Pulse Extra features data from *Improving Commercial Reimbursement for Community Health Centers*, a recent report from Manatt Phelps & Phillips and RSM McGladrey analyzing six community health care center networks in New York state. More than one million residents receive primary care from such centers, according to the report. RCHN Community Health Foundation and the Community Health Care Association of New York State supported the study.

TOTAL PATIENT VISITS



CHC Network	2004	2005	2006
Callen-Lorde	36,340	41,719	44,764
Family Health Network of Central NY ¹	62,080	67,473	69,777
Hudson Headwaters Health Network ¹	214,828	236,931	246,990
Institute for Family Health ²	253,191	250,987	251,616
Northwest Buffalo	35,342	37,185	40,478
Oak Orchard	64,325	64,902	64,143
Total patient visits	666,106	699,197	717,268
Percentage change from previous year	n/a	5%	3%

n/a=Not applicable. 1-Figures include off-site visits. 2-Figures include mid-Hudson sites.

AVERAGE REIMBURSEMENT VERSUS MEDICAL AND TOTAL COSTS BY PAYER, 2006

	Commercial	Medicaid	Medicare
Average reimbursement per visit	\$73.72	\$111.90	\$90.27
Co-insurance/co-pay	\$14.74*	\$3.00	\$18.05*
Total reimbursement per visit	\$88.46	\$114.90	\$108.32
Average medical cost per visit	\$115.04	\$115.04	\$115.04
Profit/Loss for medical services	-\$26.58	-\$.14	-\$6.27
Average total cost per visit	\$129.09	\$129.09	\$129.09
Profit/Loss for total services	-\$40.63	-\$14.19	-\$20.77

*Estimated at 20% of the payment amount.



AND FREE YOUR STAFF.

If the phone in your office has everyone's ears ringing, give it some much-needed time off. RelayHealth is a secure, online service for communicating with patients that substantially reduces phone calls. For more information and to register for a free cooler, visit setyourpracticefree.com, or call 877.RH4.YOU2.



Copyright © 2007 RelayHealth. All rights reserved. RelayHealth, the RelayHealth logo, and CoolDown are trademarks or registered trademarks of RelayHealth. All other trademarks are the property of their respective owners.