



STAFF REPORT

Report To: Board of Supervisors **Meeting Date:** August 5, 2021

Staff Contact: Sheri Russell, Chief Financial Officer (srussell@carson.org)

Agenda Title: For Possible Action: Discussion and possible action regarding an application to remove \$406,274.04 in uncollectible accounts receivable from the records of the Ambulance Fund. (Sheri Russell, srussell@carson.org)

Staff Summary: The Carson City Fire Department's emergency medical billing and collection services contractor, Wittman Enterprises, notified Carson City that certain accounts receivable on the records of the Ambulance Fund are uncollectible. Under NRS 354.256, the Carson City Auditor applies to the Board of Supervisors for permission to remove uncollectible accounts receivable from the records of Carson City.

Agenda Action: Formal Action / Motion **Time Requested:** Consent

Proposed Motion

I move to approve the application.

Board's Strategic Goal

Efficient Government

Previous Action

N/A

Background/Issues & Analysis

Carson City operates the Ambulance Enterprise Fund which serves the Carson City area. The City contracts with Wittman Enterprises for emergency medical billing and collection services. Wittman notified Carson City that certain accounts receivable on the records of the Ambulance Fund are uncollectible. Under NRS 354.256, the County Auditor must apply to the Board of Supervisors for permission to remove uncollectible accounts receivable from the records of the County.

Wittman used all reasonable efforts available to them to collect these funds. Most of the uncollectible amounts are due from transient individuals with no income or assets, or from people who are deceased or bankrupt. The unpaid amounts will remain on the credit records of the debtors for seven years.

A listing of the accounts that Wittman has deemed uncollectible is attached including amounts, ambulance run number, incident number, the date of the incident, and the reasons indicating why the debt is uncollectible. The total write-off is \$406,274.04 for January 1, 2021 through June 30, 2021 (which is the period in which Wittman has deemed these receivables to be uncollectible), and this amount will be sent to a hard collections company, National Business Factors. If National Business Factors is successful in collecting funds, the City will receive 70% of the amount collected. For Fiscal Year 2020, the City collected \$49,150 from National Business Factors and year to date for Fiscal Year 2021, the City collected \$55,574.

Under NRS 354.256, the County Auditor hereby applies for permission to remove the accounts listed on the attached documents from the records of the Ambulance Fund.

Applicable Statute, Code, Policy, Rule or Regulation

NRS 354.256

Financial Information

Is there a fiscal impact? Yes

If yes, account name/number: Ambulance Fund, Uncollectible/ Bad Debt: Write-off / 5017080-441659

Is it currently budgeted? Yes

Explanation of Fiscal Impact: The amount of the write-off is \$406,274.04, and the available budget amount for write-offs is \$489,656.18. The bad-debt write-off account is a contra account which reduces ambulance revenues. See bad debt analysis to see how current year write-off compares to previous years.

Alternatives

- 1) Reject Application
- 2) Modify Application
- 3) Provide alternative direction

Attachments:

[Ambulance Writeoffs 01.01.21-06.30.21.pdf](#)

[Bad Debt Analysis 6-30-21.pdf](#)

Board Action Taken:

Motion: _____	1) _____	Aye/Nay
	2) _____	_____

(Vote Recorded By)

Number of accounts assigned to collection:
Total balance due of accounts assigned to collection:

665
\$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
8/26/20	401635	202390018	\$250.00	Insurance paid no response
3/15/20	134920	200750033	\$1,161.00	Insurance paid to patient
7/17/20	327581	201990018	\$451.22	Insurance paid no response
10/19/20	493142	202930020	\$86.24	Insurance paid no response
5/22/20	235767	201430026	\$800.00	Insurance paid no response
9/24/20	448511	202680001	\$93.58	Insurance paid no response
7/20/20	330031	202020018	\$779.19	No Response
7/13/20	318509	201950010	\$1,246.00	No Response
6/24/20	286178	201760012	\$250.00	Insurance paid no response
3/5/20	116316	200650012	\$300.00	Insurance paid no response
4/17/20	184114	201080009	\$495.00	No Response
11/22/19	556114	193260020	\$60.00	Insurance paid no response
10/3/20	466624	202770024	\$1,452.20	No Response
6/7/19	259190	191580010	\$94.85	Insurance paid no response
9/18/20	441480	202620037	\$80.29	Insurance paid no response
9/20/20	441519	202640027	\$79.07	Insurance paid no response
7/17/20	327578	201990006	\$150.00	Insurance paid no response
4/25/20	193202	201160018	\$1,489.00	No Response
9/14/20	454291	202580041	\$275.00	Insurance paid no response
8/29/20	404413	202420018	\$126.90	Insurance paid no response
7/29/19	347429	192100036	\$250.00	Insurance paid no response
9/12/20	429247	202560018	\$1,151.00	Mail Return
6/22/20	280118	201740003	\$91.60	Mail Return
6/30/20	299618	201820008	\$91.90	Mail Return
7/15/20	323078	201970023	\$78.46	Mail Return
7/18/20	327577	202000006	\$77.85	Mail Return
8/5/20	353376	202180003	\$77.85	Mail Return
8/15/20	374831	202280011	\$78.16	Mail Return
8/18/20	382861	202310042	\$77.55	Mail Return
8/22/20	390761	202350011	\$300.00	Insurance paid no response
7/22/20	334830	202040012	\$1,246.00	No Response
4/25/20	193163	201160006	\$94.19	Insurance paid no response
7/22/20	334837	202040035	\$1,246.00	No Response
8/25/20	396652	202380020	\$81.82	Insurance paid no response
5/19/20	228717	201400032	\$1,338.00	No Response
7/21/20	332327	202030019	\$1,818.00	No Res/Med Nec
1/17/20	28489	200170023	\$95.25	Insurance paid no response
7/16/20	327616	201980020	\$1,560.00	No Response
9/18/20	441460	202620015	\$94.80	Insurance paid no response
9/17/20	438450	202610008	\$79.99	Insurance paid no response
9/14/20	431645	202580019	\$95.71	Insurance paid no response
7/18/20	327606	202000008	\$162.89	Insurance paid no response
7/21/20	334846	202030035	\$1,190.00	Mail Return
7/16/20	325006	201980001	\$308.00	No Response
11/2/20	519491	200009378	\$942.93	Insurance paid no response
1/26/20	39443	200260020	\$95.56	Insurance paid no response
8/12/20	371147	202250036	\$93.58	Insurance paid no response
5/15/20	224243	201360011	\$1,634.00	No Response

Number of accounts assigned to collection:
 Total balance due of accounts assigned to collection:

665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
5/31/20	246477	201520017	\$1,854.00	No Response
9/19/20	441451	202630019	\$94.19	Insurance paid no response
10/16/20	490235	202900009	\$94.80	Insurance paid no response
9/8/20	423284	202520038	\$96.02	Insurance paid no response
4/5/20	163747	200960007	\$1,101.00	No Response
2/7/20	74345	F200380033	\$246.00	Insurance paid no response
7/18/20	327580	202000027	\$1,184.00	No Response
7/31/20	349882	202130017	\$250.00	Insurance paid no response
7/18/20	327654	202000019	\$2,264.00	No Response
8/18/20	380944	202310029	\$253.80	Insurance paid no response
8/30/20	404432	202430016	\$95.71	Insurance paid no response
9/9/20	423281	202530001	\$95.41	Insurance paid no response
8/21/20	390728	202340023	\$1,611.00	No Res/Med Nec
8/11/20	366962	202240004	\$1,269.00	No Response
4/15/20	177263	201060006	\$810.07	Insurance paid no response
7/1/20	299627	201830017	\$93.58	Mail Return
8/15/20	374824	202280026	\$93.73	Insurance paid no response
9/4/20	417085	202480001	\$79.38	Insurance paid no response
9/21/20	444230	202650027	\$1,059.00	Insurance paid no response
10/17/20	493141	202910033	\$92.05	Insurance paid no response
7/28/19	343325	192090027	\$1,292.00	Insurance paid to patient
7/29/19	349944	192100001	\$1,759.00	Insurance paid to patient
2/2/20	53396	200330002	\$300.00	Insurance paid no response
5/29/20	246403	201500017	\$300.00	Mail Return
6/4/20	255059	201560020	\$300.00	Insurance paid no response
6/24/20	292838	201760039	\$300.00	Mail Return
8/26/20	399473	202390004	\$52.04	Insurance paid no response
9/22/20	446771	202660014	\$1,319.00	No Response
8/14/20	374806	202270003	\$243.80	Insurance paid no response
8/22/20	390774	202350039	\$393.00	No Response
10/24/20	503052	202980027	\$93.12	Insurance paid no response
10/27/20	508006	203010023	\$52.20	Insurance paid no response
7/25/20	339537	202070029	\$93.88	Insurance paid no response
7/27/20	342069	202090025	\$93.73	Insurance paid no response
7/20/20	330032	202020022	\$150.00	Insurance paid no response
8/12/20	371127	202250042	\$1,269.00	No Response
7/7/20	310740	201890035	\$1,036.00	No Response
8/15/20	374813	202280029	\$1,013.00	No Response
6/8/20	259673	201600015	\$1,082.00	No Response
6/23/20	284037	201750047	\$270.00	Insurance paid no response
8/15/20	374800	202280022	\$270.00	Insurance paid no response
9/4/20	417052	202480037	\$95.71	Insurance paid no response
9/5/20	417122	202490001	\$198.00	No Response
7/17/20	327610	201990019	\$126.45	Payment
7/23/20	336803	202050045	\$81.66	Insurance paid no response
8/16/20	374838	202290031	\$17.09	Insurance paid no response
9/19/20	441454	202630027	\$61.36	Insurance paid no response
8/8/20	361233	202210005	\$1,269.00	No Response

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Trip Date	Run #	Incident #	Balance	Reason
8/21/20	390725	202340033	\$300.00	Insurance paid no response
3/19/20	146213	200790034	\$54.18	Insurance paid no response
7/29/20	346474	202110009	\$94.80	Insurance paid no response
9/11/20	429243	202550025	\$94.19	Insurance paid no response
5/22/20	235761	201430024	\$341.40	Insurance paid no response
6/30/20	297125	201820006	\$1,059.00	No Response
7/29/20	348017	202110025	\$1,292.00	No Response
6/13/20	268835	201650029	\$1,184.00	Mail Return
7/26/20	339529	202080001	\$1,082.00	No Res/Med Nec
5/8/20	214339	201290028	\$93.88	Insurance paid no response
1/13/20	18183	200130042	\$87.15	Insurance paid no response
6/22/20	282117	201740023	\$275.00	Insurance paid no response
9/15/20	434295	202590003	\$94.03	Insurance paid no response
7/10/20	315759	201920041	\$1,361.00	No Response
5/22/20	235765	201430027	\$300.00	Insurance paid no response
2/17/20	94876	200480001	\$133.34	Insurance paid to patient
7/22/19	336222	192030021	\$1,125.00	No Response
9/27/20	456375	202710007	\$237.63	Insurance paid no response
9/5/20	417069	202490014	\$94.80	Insurance paid no response
10/6/20	471357	202800002	\$94.19	Insurance paid no response
5/5/20	207969	201260035	\$246.92	Insurance paid no response
7/22/20	334836	202040032	\$94.64	Insurance paid no response
9/16/20	436693	202600006	\$78.46	Insurance paid no response
9/16/20	436695	20260026	\$94.49	Insurance paid no response
7/22/20	334828	202040018	\$87.89	Insurance paid no response
8/27/20	401633	202400017	\$1,243.00	No Res/Med Nec
8/5/20	361226	202180026	\$94.03	Insurance paid no response
9/21/20	444233	202650014	\$437.77	No Response
4/7/20	168471	200980002	\$1,802.00	No Response
7/29/20	346480	202110043	\$1,128.00	No Response
8/13/20	371160	202260027	\$1,862.00	No Response
7/30/20	348014	202120001	\$1,489.00	No Response
6/4/20	255081	201560035	\$1,059.00	No Res/Med Nec
8/8/20	361251	202210038	\$1,259.00	No Response
4/24/20	193180	201150006	\$1,436.00	No Response
6/8/20	259692	201600001	\$1,082.00	No Response
6/18/20	277106	201700030	\$1,059.00	No Response
6/22/20	282124	201740007	\$1,356.00	No Response
8/10/20	361272	202230003	\$1,082.00	No Response
7/15/20	320455	201970002	\$1,167.00	No Response
8/12/20	369119	202250017	\$52.20	Insurance paid no response
8/23/20	390755	202360033	\$94.80	Insurance paid no response
8/28/20	404415	202410012	\$52.04	Insurance paid no response
8/14/20	374821	202270019	\$1,082.00	No Response
8/6/20	357165	202190007	\$1,082.00	No Response
7/31/20	349890	202130010	\$1,036.00	No Res/Med Nec
5/22/20	232752	201430007	\$1,292.00	No Response
8/14/20	374808	202270020	\$1,269.00	Mail Return

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Trip Date	Run #	Incident #	Balance	Reason
8/24/20	392809	202370036	\$1,269.00	Insurance paid to patient
8/13/20	374819	202260029	\$1,312.00	No Response
4/8/20	170012	200990006	\$1,125.49	Insurance paid no response
12/13/19	593946	193470018	\$93.49	Insurance paid no response
7/21/20	353360	202030015	\$93.12	Mail Return
7/28/20	344370	202100017	\$93.27	Mail Return
4/14/20	177258	201050021	\$1,788.00	No Response
9/9/20	423288	202530026	\$47.45	Insurance paid no response
8/24/20	396650	202370020	\$1,105.00	No Res/Med Nec
9/1/20	411693	202450036	\$93.88	Insurance paid no response
6/7/20	279707	201590011	\$75.72	Insurance paid no response
12/23/19	609736	193570021	\$82.00	Insurance paid no response
8/18/20	380950	202310031	\$1,333.00	No Response
8/6/20	357157	202190023	\$275.00	Insurance paid no response
1/24/20	41897	200240005	\$248.55	Insurance paid no response
4/1/20	159677	200920026	\$1,190.00	No Response
8/27/20	401634	202400012	\$1,335.00	No Res/Med Nec
8/24/20	392802	202370028	\$1,489.00	No Response
9/28/20	456365	202720016	\$94.49	Insurance paid no response
10/17/20	490230	202910008	\$253.50	Insurance paid no response
10/31/20	514824	203050019	\$81.05	Insurance paid no response
8/24/20	392796	202370014	\$200.00	Insurance paid no response
2/10/20	68803	200410006	\$1,059.00	No Response
11/3/20	519479	203080038	\$1,422.00	No Response
7/2/20	302622	201840004	\$1,555.00	Mail Return
3/12/20	129393	200720013	\$484.00	Insurance paid no response
9/9/20	423274	202530027	\$84.35	Insurance paid no response
6/24/20	286184	201760035	\$1,309.00	No Res/Med Nec
6/16/20	273226	201680003	\$250.00	Insurance paid no response
7/6/20	305233	201880008	\$250.00	Insurance paid no response
10/2/20	466615	202760018	\$96.47	Insurance paid no response
4/10/20	173809	201010030	\$364.83	Insurance paid no response
8/7/20	361223	202200017	\$1,082.00	No Response
9/5/20	417098	202490035	\$1,192.00	No Response
9/6/20	417102	202500025	\$1,407.00	No Response
4/8/20	171402	200990026	\$95.25	Insurance paid no response
8/20/20	390722	202330016	\$1,736.00	No Response
9/19/20	441484	202630009	\$79.53	Insurance paid no response
11/6/20	527249	203110028	\$94.80	Insurance paid no response
10/8/20	475596	202820029	\$300.00	Insurance paid no response
8/23/20	390738	202360030	\$2,241.00	No Response
7/15/20	323073	201970006	\$300.00	Insurance paid no response
8/31/20	406377	202440030	\$150.00	Insurance paid no response
9/13/20	429225	202570027	\$1,207.00	No Response
10/2/20	466618	202760036	\$100.89	Insurance paid no response
8/23/20	390710	202360005	\$500.00	Insurance paid no response
9/22/20	446778	202660013	\$1,139.00	No Response
8/15/19	376648	192270004	\$1,527.00	No Response

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665
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8/29/20	404418	202420002	\$1,082.00	No Response
9/1/20	408377	202450051	\$1,246.00	No Response
10/5/20	468936	202790014	\$1,082.00	No Response
9/19/20	441469	202630008	\$1,246.00	No Response
9/18/20	453009	202620028	\$95.56	Insurance paid no response
9/23/20	448505	202670011	\$95.56	Insurance paid no response
8/20/20	390742	202330057	\$1,657.00	No Response
8/6/20	357183	202190024	\$1,059.00	Insurance paid to patient
10/17/20	495601	202910034	\$81.97	Insurance paid no response
10/25/20	503021	202990016	\$96.17	Insurance paid no response
10/30/20	514783	203040033	\$95.10	Insurance paid no response
11/2/20	519468	203070031	\$82.12	Insurance paid no response
11/7/20	527177	203120019	\$82.27	Insurance paid no response
11/9/20	529859	203140025	\$82.43	Insurance paid no response
7/20/20	330035	202020028	\$150.00	Insurance paid no response
9/22/20	446780	202660001	\$523.04	Insurance paid no response
10/13/20	483200	202870032	\$99.16	Insurance paid no response
9/14/20	434292	202580001	\$1,657.00	Insurance paid to patient
10/12/20	480969	202860017	\$300.00	Insurance paid no response
10/13/20	485467	202870022	\$300.00	Insurance paid no response
9/12/20	429237	202560009	\$1,059.00	No Res/Med Nec
6/28/20	292873	201800007	\$94.49	Insurance paid no response
1/22/20	34163	200220030	\$94.95	Insurance paid no response
9/5/20	417093	202490003	\$1,223.00	No Response
10/18/20	490234	202920012	\$92.36	Insurance paid no response
10/18/20	490251	202920016	\$100.22	Insurance paid no response
10/15/20	487519	202890018	\$300.00	Insurance paid no response
11/20/19	553269	193240030	\$79.26	Insurance paid no response
9/1/20	408392	202450055	\$1,445.00	No Response
5/29/20	246400	201500001	\$393.00	No Response
2/7/20	76546	200380028	\$80.90	Insurance paid no response
7/11/20	315758	201930008	\$216.40	Insurance paid no response
7/26/20	342065	202080023	\$1,059.00	No Response
10/9/20	478739	202830035	\$260.00	Insurance paid no response
9/24/20	454264	202680033	\$300.00	Insurance paid no response
7/13/20	318517	201950008	\$94.16	Insurance paid no response
9/30/20	461266	202740040	\$198.00	No Response
10/1/20	463892	202750017	\$300.00	Insurance paid no response
10/17/20	493140	202910016	\$300.00	Insurance paid no response
7/22/20	332336	202040003	\$270.00	Insurance paid no response
10/25/20	503039	202990007	\$79.99	Insurance paid no response
10/24/20	503011	202980007	\$93.12	Insurance paid no response
10/24/20	503060	202980017	\$1,059.00	No Response
5/26/20	240029	201470036	\$94.03	Insurance paid no response
10/5/20	468927	202790033	\$82.88	Insurance paid no response
10/17/20	490224	202910003	\$84.10	Insurance paid no response
10/4/20	466653	202780012	\$1,174.00	No Res/Med Nec
3/8/20	132596	200680035	\$81.21	Insurance paid no response

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665
\$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
8/20/20	386204	202330014	\$1,509.00	Mail Return
7/25/20	339538	202070009	\$64.08	Insurance paid no response
10/21/20	498098	202950041	\$100.00	Insurance paid no response
12/30/19	623323	193640026	\$82.43	Insurance paid no response
5/1/19	200973	191210044	\$1,001.58	No Res/Med Nec
9/5/20	417072	202490004	\$1,013.00	No Response
9/12/20	429214	202560005	\$1,246.00	No Response
9/20/20	441486	202640015	\$1,082.00	No Res/Med Nec
10/8/20	475593	202820022	\$94.64	Insurance paid no response
10/9/20	475595	202830002	\$80.60	Insurance paid no response
10/12/20	480968	202860005	\$80.60	Insurance paid no response
9/19/20	441475	200008036	\$94.49	Insurance paid no response
10/5/20	468923	202790021	\$79.99	Insurance paid no response
10/25/20	503040	202990008	\$92.97	Insurance paid no response
8/9/20	361240	202220003	\$96.63	Insurance paid no response
10/13/20	485464	202870023	\$186.59	Insurance paid no response
11/5/20	527222	203100032	\$252.28	Insurance paid no response
6/7/20	258009	201590004	\$1,358.00	No Response
8/30/20	406379	202430023	\$1,207.00	No Response
4/16/19	172063	190003243	\$82.58	Insurance paid no response
10/4/20	466671	202780026	\$100.13	Insurance paid no response
4/15/20	179466	201060001	\$1,315.00	No Response
9/15/20	434298	202590015	\$42.36	Insurance paid no response
11/21/18	497477	183250005	\$1,397.00	No Response
8/4/20	353354	202170013	\$78.92	Insurance paid no response
9/2/20	411699	202460044	\$1,910.00	No Res/Med Nec
8/17/20	376510	202300026	\$1,082.00	No Response
7/20/20	330040	202020027	\$1,292.00	Mail Return
8/15/20	374797	202280005	\$1,358.00	Mail Return
8/31/20	406382	202440001	\$1,366.00	Mail Return
10/8/20	475598	202820033	\$84.56	Insurance paid no response
10/19/20	495600	202930032	\$385.00	No Response
10/18/20	490223	202920020	\$95.41	Insurance paid no response
8/14/20	374820	202270029	\$1,269.00	No Response
7/25/20	339536	202070011	\$1,356.00	No Response
9/5/20	417094	202490027	\$93.12	Insurance paid no response
8/17/20	376503	202300015	\$285.00	Insurance paid no response
6/9/20	262146	201610035	\$96.47	Insurance paid no response
8/30/20	441444	202430011	\$1,246.00	No Response
10/28/20	510269	203020031	\$1,207.00	Mail Return
9/3/20	417084	202470004	\$1,082.00	No Response
10/2/20	463898	202760007	\$78.92	Insurance paid no response
10/2/20	466643	202760014	\$50.37	Insurance paid no response
9/11/20	429205	202550036	\$1,634.00	No Response
9/26/20	454283	202700020	\$842.01	Insurance paid no response
8/22/20	390733	202350028	\$1,082.00	No Response
8/29/20	404429	202420031	\$1,312.00	No Response
9/19/20	441525	202630023	\$283.00	No Response

Number of accounts assigned to collection:
 Total balance due of accounts assigned to collection:

665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
9/10/20	425937	202540016	\$1,194.00	No Res/Med Nec
6/10/20	264149	201620007	\$95.25	Insurance paid no response
10/6/20	473878	202800022	\$1,148.00	No Res/Med Nec
10/6/20	471330	202800014	\$260.00	Insurance paid no response
3/18/20	141143	200780026	\$1,026.66	Insurance paid no response
9/21/20	441455	202650004	\$250.00	Insurance paid no response
9/24/20	451236	202680019	\$94.80	Insurance paid no response
11/29/20	559778	203340008	\$79.38	Insurance paid no response
12/23/20	614913	203580004	\$81.82	Insurance paid no response
11/11/20	533426	203160037	\$1,246.00	No Response
12/27/20	614925	203620018	\$1,190.00	Insurance paid no response
9/24/20	451230	202680030	\$95.41	Insurance paid no response
1/17/21	20635	210170016	\$260.00	Insurance paid no response
1/7/21	7345	210070007	\$1,128.00	No Res/Med Nec
11/11/20	535725	203160027	\$1,246.00	No Response
10/25/20	503038	202990002	\$1,059.00	No Response
10/26/20	505564	203000020	\$260.00	Insurance paid no response
12/14/20	591234	203490025	\$260.00	Insurance paid no response
12/17/20	596309	203520001	\$260.00	Insurance paid no response
12/24/20	614957	203590001	\$260.00	Insurance paid no response
12/26/20	614968	203610007	\$260.00	Insurance paid no response
12/28/20	614976	203630005	\$260.00	Insurance paid no response
11/29/20	559833	203340034	\$1,082.00	Mail Return
1/23/20	36754	200230004	\$78.92	Insurance paid no response
10/19/20	490287	202930003	\$1,333.00	No Response
10/10/20	478740	202840002	\$297.13	Insurance paid no response
11/18/20	550876	203230047	\$1,125.00	No Res/Med Nec
6/25/20	289318	201770031	\$1,292.00	No Response
7/2/20	302618	201840023	\$114.75	Insurance paid no response
11/12/20	535709	203170024	\$1,445.00	No Response
1/9/21	10145	210090016	\$263.17	Insurance paid no response
11/6/20	527193	203110010	\$1,036.00	No Response
1/8/21	10138	210080021	\$1,246.00	No Response
5/19/19	225230	191390002	\$98.78	Insurance paid no response
11/27/20	559847	203320028	\$80.14	Insurance paid no response
11/13/20	538912	203180033	\$1,269.00	No Response
8/21/20	390727	202340016	\$200.00	Insurance paid no response
1/23/20	36777	200230045	\$80.44	Insurance paid no response
5/27/20	240035	201480015	\$1,634.00	No Res/Med Nec
7/15/20	323069	201970029	\$1,013.00	No Res/Med Nec
8/6/20	361258	202190012	\$80.90	Insurance paid no response
4/22/19	181062	190003469	\$1,082.00	No Res/Med Nec
10/16/20	490247	202900013	\$250.00	Insurance paid no response
9/30/20	461234	202740025	\$46.94	Insurance paid no response
8/4/20	353366	202170002	\$97.08	Insurance paid to patient
11/19/20	547723	203240010	\$198.00	No Response
12/10/20	585847	203450018	\$96.78	Insurance paid no response
1/15/21	17233	210150002	\$393.00	No Response

Number of accounts assigned to collection:
 Total balance due of accounts assigned to collection:

665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
11/13/20	538929	203180034	\$1,059.00	No Response
12/18/20	602380	203530024	\$393.00	No Response
1/7/21	7348	210070021	\$1,818.00	No Res/Med Nec
11/23/20	553126	203280011	\$94.49	Insurance paid no response
10/21/20	517243	202950011	\$495.00	No Response
10/21/20	500361	202950035	\$1,013.00	No Response
11/4/20	519481	203090005	\$93.43	Insurance paid no response
8/24/20	401642	202370038	\$260.00	Insurance paid no response
9/19/20	441470	202630030	\$642.60	Insurance paid no response
1/20/21	28079	210200024	\$198.00	No Response
6/30/20	297147	201820002	\$1,082.00	Insurance paid to patient
10/24/20	503036	202980038	\$1,144.00	No Response
1/1/20	1443	200010039	\$94.64	Insurance paid no response
10/19/20	493159	202930015	\$93.12	Insurance paid no response
12/24/20	615019	203590005	\$418.00	Insurance paid no response
10/30/20	514780	203040027	\$1,292.00	No Response
11/20/20	550948	203250011	\$77.70	Insurance paid no response
12/9/20	583474	203440041	\$260.00	Insurance paid no response
11/7/20	527250	203120004	\$40.66	Insurance paid no response
11/13/20	538909	203180018	\$94.64	Insurance paid no response
9/13/20	434300	202570018	\$1,466.00	No Response
5/12/20	218762	201330010	\$245.00	Insurance paid no response
11/5/20	524272	203100025	\$500.00	Insurance paid no response
12/9/20	583478	203440016	\$96.02	Insurance paid no response
12/14/20	591233	203490013	\$275.00	Insurance paid no response
11/2/20	517224	203070002	\$1,315.00	No Response
7/30/20	348043	202120009	\$1,161.00	No Response
8/20/20	390796	202330023	\$221.41	Insurance paid no response
10/23/20	503044	202970017	\$300.00	Insurance paid no response
8/28/19	397605	192400006	\$1,537.00	No Response
12/18/20	602350	203530014	\$48.08	Insurance paid no response
12/26/20	614924	203610002	\$79.07	Insurance paid no response
12/3/20	575726	203380003	\$1,471.00	No Response
12/25/20	614918	203600011	\$82.58	Insurance paid no response
12/14/20	591229	203490026	\$93.27	Insurance paid no response
11/19/20	547709	203240033	\$1,736.00	No Response
11/11/20	533415	203160032	\$1,217.00	No Response
12/23/20	614914	203580025	\$79.53	Insurance paid no response
1/8/21	10150	210080004	\$79.23	Insurance paid no response
12/22/20	607208	203570017	\$49.68	Insurance paid no response
6/24/20	289319	201760002	\$300.00	Insurance paid no response
8/23/20	390711	202360003	\$1,300.00	No Response
11/2/20	519485	203070038	\$1,446.89	Insurance paid no response
11/16/20	543495	203210012	\$1,282.00	No Response
9/13/18	389587	182560022	\$1,540.00	No Response
10/26/20	505566	203000008	\$83.64	Insurance paid no response
10/5/20	468933	202790023	\$28.77	Insurance paid no response
12/14/20	593778	203490024	\$1,450.00	No Response

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665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
11/29/20	575731	203340019	\$1,494.00	No Response
12/1/20	571820	203360020	\$1,657.00	No Response
9/17/20	438452	202610018	\$82.58	Insurance paid no response
10/5/20	471337	202790009	\$250.00	Insurance paid no response
12/3/20	571782	203380037	\$1,128.00	No Response
10/24/20	503078	202980002	\$1,059.00	No Response
10/27/20	508004	203010012	\$855.00	No Res/Med Nec
12/2/20	566459	203370002	\$1,210.00	Mail Return
12/18/20	602346	203530025	\$1,148.00	Mail Return
10/30/20	514779	203040023	\$1,059.00	No Res/Med Nec
1/30/20	47481	200300005	\$94.80	Insurance paid no response
11/8/20	531945	203130018	\$1,036.00	No Response
1/26/20	39442	200260024	\$79.38	Insurance paid no response
1/8/21	10168	210080011	\$1,220.00	No Res/Med Nec
11/30/20	562903	203350049	\$1,246.00	No Response
11/23/20	550909	203280001	\$1,220.00	No Response
12/22/20	607199	203570026	\$93.27	Insurance paid no response
12/6/20	578423	203410028	\$91.90	Insurance paid no response
6/29/20	299622	201810012	\$1,246.00	No Response
7/25/20	339512	202070002	\$1,335.00	No Response
8/4/20	353374	202170001	\$1,379.00	No Response
3/2/19	97767	190001878	\$1,631.00	No Response
5/7/19	206161	191270004	\$1,082.00	No Res/Med Nec
12/3/20	571802	203380036	\$1,059.00	No Response
12/12/20	588825	203470032	\$94.95	Insurance paid no response
12/22/20	607203	203570032	\$10.00	Insurance paid no response
11/18/20	545814	203230020	\$80.60	Insurance paid no response
11/29/20	575729	203340009	\$1,425.00	No Response
9/24/20	454261	202680034	\$203.34	Insurance paid no response
11/29/20	559811	203340025	\$1,121.00	No Response
10/11/20	480974	202850026	\$1,404.00	No Response
10/15/20	490237	202890022	\$1,912.00	No Response
7/29/20	348021	202110040	\$297.80	Insurance paid no response
9/26/20	456368	202700001	\$1,407.00	No Response
6/24/20	286194	201760040	\$1,105.00	No Response
1/31/21	45123	210310015	\$1,253.00	No Response
1/7/21	10192	210070020	\$393.00	No Response
1/18/21	20597	210180008	\$270.00	Insurance paid no response
12/11/20	588788	203460014	\$94.64	Insurance paid no response
12/25/20	614946	203600028	\$94.64	Insurance paid no response
12/31/20	620501	203660005	\$80.29	Insurance paid no response
12/24/20	614916	203590002	\$1,634.00	No Response
12/9/20	583470	203440011	\$1,365.00	No Response
12/14/20	591244	203490022	\$1,128.00	No Response
12/8/20	583480	203430011	\$93.12	Insurance paid no response
2/3/21	50823	210340037	\$1,422.00	No Response
11/12/20	535731	203170011	\$77.85	Insurance paid no response
11/19/20	550910	203240025	\$78.31	Insurance paid no response

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665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
11/25/20	559768	203300010	\$92.05	Insurance paid no response
11/26/20	559826	203310018	\$80.60	Insurance paid no response
12/7/20	578429	203420024	\$78.62	Insurance paid no response
1/28/21	40086	210280026	\$275.00	Insurance paid no response
8/3/20	353370	202160033	\$482.00	Insurance paid no response
8/16/20	374827	202290036	\$559.00	Insurance paid no response
11/17/20	543491	203220015	\$1,059.00	No Response
12/15/20	596302	203500022	\$1,207.00	No Response
10/25/20	503022	202990019	\$93.73	Insurance paid no response
1/22/21	31427	210220010	\$1,253.00	No Response
2/3/21	50811	210340022	\$81.97	Insurance paid no response
2/3/21	47866	210340016	\$260.00	Insurance paid no response
3/19/19	127388	190002405	\$1,161.00	No Response
9/2/20	411704	202460049	\$1,059.00	No Response
12/4/20	571799	203390002	\$16.45	Insurance paid no response
1/10/21	10212	210100009	\$1,190.00	Mail Return
11/30/20	562905	203350010	\$1,246.00	No Response
2/2/21	47872	210330031	\$93.14	Insurance paid no response
4/25/19	189756	190003556	\$2,508.00	Insurance paid to patient
1/19/21	25984	210190011	\$94.21	Insurance paid no response
2/8/21	56446	210390001	\$1,235.00	No Response
11/22/20	550907	203270021	\$576.49	Insurance paid no response
11/23/20	553109	203280009	\$90.68	Insurance paid no response
10/20/20	495596	202940026	\$1,082.00	No Response
1/6/21	6033	210060021	\$257.37	Insurance paid no response
5/14/20	222014	201350031	\$83.04	Insurance paid no response
5/14/20	222021	201350038	\$54.33	Insurance paid no response
6/8/20	259696	201600026	\$98.45	Insurance paid no response
6/8/20	262130	201600037	\$1,171.00	No Res/Med Nec
4/9/20	171415	201000021	\$1,914.00	No Response
11/11/20	531967	203160002	\$1,381.00	No Res/Med Nec
12/17/20	596315	203520003	\$393.00	Mail Return
12/17/20	598945	203520026	\$260.00	Mail Return
2/22/20	94913	200530021	\$1,183.09	Insurance paid no response
10/23/20	503045	202970005	\$1,036.00	No Response
1/21/21	28067	210210022	\$78.77	Insurance paid no response
10/21/20	503074	202950027	\$470.00	No Response
10/29/20	512176	203030019	\$300.00	Insurance paid no response
1/25/20	39413	200250014	\$95.56	Insurance paid no response
9/17/20	438445	202610013	\$300.00	Insurance paid no response
1/19/21	25978	210190026	\$270.00	Insurance paid no response
11/10/20	533412	203150011	\$92.97	Insurance paid no response
10/18/20	493157	202920003	\$1,059.00	No Response
7/28/20	344362	202100029	\$1,312.00	Mail Return
6/15/20	273219	201670008	\$227.60	Insurance paid no response
10/24/20	503026	202980022	\$581.20	Insurance paid no response
12/10/20	588790	203450005	\$1,223.00	No Response
10/25/20	503020	202990004	\$1,144.00	No Response

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665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
10/28/20	510266	203020034	\$1,144.00	No Response
8/21/20	390726	202340020	\$1,013.00	No Response
12/14/20	591225	203490005	\$88.52	Insurance paid no response
11/21/20	550883	203260018	\$1,233.00	No Response
9/14/20	431649	202580040	\$1,144.00	No Response
10/5/20	471333	202790017	\$1,059.00	No Response
8/13/20	371138	202260009	\$260.00	Insurance paid no response
12/29/20	620487	203640009	\$1,123.46	Insurance paid no response
11/2/20	517248	203070032	\$1,059.00	Mail Return
6/23/20	286188	201750006	\$158.85	Insurance paid no response
12/23/20	614938	203580024	\$94.49	Insurance paid no response
11/1/20	514775	203060020	\$1,253.00	No Response
1/2/21	1545	210020030	\$40.29	Insurance paid no response
6/21/20	280120	201730007	\$1,300.00	No Response
4/22/20	191268	201130008	\$300.00	Insurance paid no response
10/29/20	512179	203030011	\$94.95	Insurance paid no response
8/2/20	349871	202150034	\$260.00	Insurance paid no response
8/16/20	376508	202290024	\$260.00	Insurance paid no response
9/13/20	431646	202570013	\$260.00	Insurance paid no response
11/30/20	575736	203350051	\$1,036.00	No Res/Med Nec
12/2/20	571798	203370003	\$1,223.00	No Response
1/5/21	4497	210050030	\$86.70	Insurance paid no response
10/10/20	478730	202840024	\$1,207.00	No Response
12/11/20	588834	203460018	\$83.95	Insurance paid no response
12/2/20	569136	203370015	\$1,269.00	No Response
4/20/20	186338	201110014	\$260.00	Insurance paid no response
12/10/20	585839	203450037	\$1,220.00	Insurance paid to patient
2/11/20	71575	200420039	\$1,315.00	No Response
11/21/20	550892	203260033	\$1,167.00	No Res/Med Nec
5/16/20	224274	201370026	\$1,002.00	No Response
12/8/20	580895	203430047	\$1,082.00	No Response
9/24/20	451225	202680027	\$300.00	Insurance paid no response
11/10/20	531954	203150021	\$132.74	Insurance paid no response
1/17/21	20624	210170005	\$260.00	Insurance paid no response
11/25/20	559764	203300049	\$1,634.00	No Response
12/12/20	588843	203470002	\$586.00	No Response
11/24/20	555580	203290034	\$1,067.50	No Res/Med Nec
5/29/20	243451	201500002	\$709.36	Insurance paid no response
1/4/21	1577	210040003	\$98.03	Insurance paid no response
10/2/20	466642	202760010	\$1,059.00	No Response
10/23/20	503055	202970016	\$1,013.00	No Response
11/21/20	550925	203260010	\$81.66	Insurance paid no response
12/19/20	602374	203540009	\$254.57	Insurance paid no response
12/26/20	614985	203610005	\$96.47	Insurance paid no response
11/24/20	555560	203290006	\$1,082.00	No Response
12/6/20	575774	203410003	\$250.00	Insurance paid no response
8/29/20	417081	202420030	\$100.28	Insurance paid to patient
1/15/21	20614	210150013	\$260.00	Insurance paid no response

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665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
9/30/20	461241	202740028	\$100.44	Insurance paid no response
11/12/20	535706	203170028	\$52.20	Insurance paid no response
12/17/20	598967	203520025	\$52.20	Insurance paid no response
12/4/20	575710	203390026	\$97.24	Insurance paid no response
11/19/20	547703	203240024	\$1,059.00	No Response
1/4/20	4519	200040018	\$1,105.00	No Response
8/12/20	371131	202250037	\$1,338.00	Insurance paid to patient
12/28/20	614977	203630016	\$100.00	Insurance paid no response
1/2/21	1527	210020011	\$1,167.00	No Response
1/25/21	31425	210250004	\$254.88	Insurance paid no response
2/7/21	56449	210380023	\$262.36	No Response
12/27/20	614951	203620010	\$1,340.00	No Response
4/16/19	174243	190003244	\$1,184.00	No Response
12/30/20	620510	203650002	\$94.80	Insurance paid no response
1/25/21	36515	210250021	\$94.97	Insurance paid no response
2/8/21	56435	210390009	\$92.84	Insurance paid no response
2/14/21	70372	210450020	\$94.52	Insurance paid no response
2/25/21	90500	210560029	\$93.60	Insurance paid no response
3/2/21	99817	210610043	\$80.60	Insurance paid no response
5/2/21	209630	211220030	\$80.60	Insurance paid no response
5/3/21	213095	211230016	\$80.60	Insurance paid no response
5/6/21	220144	211260027	\$94.67	Insurance paid no response
5/9/21	223444	211290013	\$80.75	Insurance paid no response
5/11/21	228936	211310020	\$79.99	Insurance paid no response
5/12/21	231580	211320036	\$80.45	Insurance paid no response
5/15/21	237569	211350011	\$79.53	Insurance paid no response
5/20/21	251992	211400024	\$79.53	Insurance paid no response
1/1/21	1551	210010012	\$1,082.00	No Response
11/16/20	540879	203210018	\$71.09	Insurance paid no response
1/22/20	36752	200220018	\$170.00	Insurance paid no response
2/3/21	47864	210340001	\$260.00	Insurance paid no response
2/4/21	50814	210350002	\$260.00	Insurance paid no response
2/5/21	56456	210360016	\$260.00	Insurance paid no response
2/8/21	56467	210390008	\$260.00	Insurance paid no response
2/12/21	70380	210430014	\$260.00	Insurance paid no response
2/18/21	77643	210490015	\$260.00	Insurance paid no response
3/7/21	106178	210660012	\$260.00	Insurance paid no response
3/8/21	106165	210670001	\$260.00	Insurance paid no response
3/11/21	115125	210700013	\$260.00	Insurance paid no response
3/12/21	118181	210710038	\$260.00	Insurance paid no response
2/16/21	77657	210470028	\$290.00	Insurance paid no response
12/11/20	588776	203460030	\$93.95	Insurance paid no response
1/25/21	43172	210250003	\$1,246.00	No Response
10/20/20	495578	202940004	\$1,294.00	Insurance paid to patient
12/22/20	607196	203570019	\$1,144.00	No Response
4/10/20	177256	201010008	\$743.15	Insurance paid no response
2/9/21	61707	210400007	\$97.41	Insurance paid no response
2/24/21	90511	210550001	\$97.72	Insurance paid no response

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665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
9/18/20	441479	202620031	\$140.40	Insurance paid no response
6/24/19	285830	191750003	\$500.02	Insurance paid no response
1/8/21	17185	210080026	\$1,289.00	No Response
2/10/21	61701	210410002	\$1,230.00	No Response
9/14/20	431656	202580028	\$260.00	Insurance paid no response
6/17/20	277119	201690034	\$578.44	Insurance paid no response
9/12/19	427247	192550019	\$751.90	Insurance paid no response
3/3/21	99815	210620013	\$79.69	Insurance paid no response
2/12/21	70435	210430005	\$190.00	Insurance paid no response
12/16/20	596310	203510028	\$1,036.00	No Response
12/13/20	588797	203480040	\$10.65	Insurance paid no response
6/21/20	280107	201730007	\$1,890.00	No Response
2/1/21	43124	210320002	\$1,167.00	No Response
12/13/20	588795	203480031	\$84.10	Insurance paid no response
2/17/21	77660	210480036	\$270.00	Insurance paid no response
2/25/21	90487	210560004	\$93.91	Insurance paid no response
2/28/21	98041	210590013	\$92.38	Insurance paid no response
12/17/20	598962	203520034	\$1,059.00	No Response
12/21/20	614908	203560023	\$1,345.00	No Response
12/29/20	620483	203640001	\$1,404.00	No Response
12/22/20	605169	203570006	\$1,471.00	No Response
12/23/20	614935	203580006	\$1,384.00	Mail Return
2/14/21	70357	210450023	\$247.40	Insurance paid no response
2/12/21	70430	210430020	\$96.04	Insurance paid no response
11/23/20	553130	203280032	\$430.80	Insurance paid no response
1/3/21	2703	210030017	\$661.87	Insurance paid no response
9/1/20	408388	202450050	\$1,142.00	No Response
11/26/20	559823	203310031	\$449.96	Insurance paid no response
2/22/21	83993	210530012	\$140.13	Insurance paid no response
2/27/21	93436	210580016	\$1,105.00	No Res/Med Nec
2/10/21	64070	210410005	\$1,565.00	No Response
2/28/21	93446	210001672	\$1,519.00	No Response
9/1/20	411686	202450033	\$1,151.00	No Response
2/22/21	86015	210530006	\$134.06	Insurance paid no response
5/2/20	203975	201230027	\$1,105.00	No Response
3/3/21	99849	210620034	\$270.00	Insurance paid no response
3/4/21	106130	210630027	\$270.00	Insurance paid no response
5/13/20	220575	201340023	\$1,128.00	No Response
5/18/20	232719	201390013	\$1,190.00	No Response
10/30/19	514338	193030023	\$1,240.00	No Response
2/17/21	77662	210480035	\$1,379.00	Insurance paid to patient
10/25/20	502998	202990009	\$94.80	Insurance paid no response
6/24/20	286202	201760014	\$78.16	Insurance paid no response
2/16/19	74746	190470018	\$1,082.00	No Response
12/31/20	623153	203660019	\$300.00	Insurance paid no response
12/16/20	598938	203510032	\$1,148.86	Insurance paid no response
1/30/21	43146	210300016	\$81.21	Insurance paid no response
2/22/21	83996	210530008	\$260.00	Insurance paid no response

Number of accounts assigned to collection:
 Total balance due of accounts assigned to collection:

665
 \$406,274.04

Trip Date	Run #	Incident #	Balance	Reason
3/11/21	115147	210700014	\$260.00	Insurance paid no response
6/30/20	297128	201820018	\$317.70	Insurance paid no response
2/1/20	53380	200320020	\$240.00	Insurance paid no response
12/20/20	602377	203550014	\$1,229.00	No Response
12/2/20	569120	203370018	\$150.00	Insurance paid no response
1/24/21	31443	210240018	\$81.97	Insurance paid no response
1/19/21	23034	210190012	\$185.24	Insurance paid no response
1/6/21	6025	210060019	\$47.48	Insurance paid no response
1/17/21	20593	210170025	\$247.40	Insurance paid no response
12/31/20	623148	203660030	\$1,512.00	No Response
1/28/21	40084	210280028	\$262.36	No Response
12/29/20	620491	203640023	\$1,450.00	No Response
12/19/20	602362	203540016	\$1,335.00	No Response
12/19/20	602372	203540020	\$1,190.00	No Response
3/1/21	95562	210600002	\$80.45	Insurance paid no response
3/5/21	102624	210640002	\$241.78	Insurance paid no response
8/10/20	366969	202230011	\$538.94	Insurance paid no response
1/6/21	6040	210060035	\$65.09	Insurance paid no response
2/5/21	56451	210360019	\$220.00	Insurance paid no response
9/29/20	463885	202730008	\$378.59	Insurance paid no response
1/3/21	1512	210030015	\$103.67	Insurance paid no response
2/24/21	90466	210550018	\$52.30	Insurance paid no response
2/1/21	47869	210320021	\$250.00	Insurance paid no response
7/3/20	302630	201850009	\$1,059.00	No Response
2/6/21	56439	210370036	\$93.91	Insurance paid no response
2/15/21	70359	210460011	\$79.07	Insurance paid no response
12/21/20	605174	203560012	\$805.18	Insurance paid no response
2/26/21	93433	210570017	\$1,253.00	No Response
5/30/20	246470	201510031	\$95.86	Insurance paid no response
6/30/20	297145	201820025	\$250.00	Insurance paid no response
10/9/20	478728	202830025	\$250.00	Insurance paid no response
12/1/20	569119	203360023	\$250.00	Insurance paid no response
10/1/20	463881	202750012	\$1,315.00	No Response
1/9/20	12345	200090014	\$1,585.00	No Response
3/1/21	95568	210600032	\$290.00	Insurance paid no response
12/5/20	575753	203400006	\$1,220.00	No Res/Med Nec
1/16/21	20630	210160003	\$82.58	Insurance paid no response
8/30/20	404450	202430027	\$94.80	Insurance paid no response
11/27/20	559824	203320009	\$527.03	Insurance paid no response
2/14/21	70392	210450025	\$115.81	Insurance paid no response
3/31/21	150231	210900022	\$1,082.00	No Response
Count:	665	Total:	\$406,274.04	

**Carson City, Nevada
Ambulance Bad Debt Analysis**

	6/30/2011	6/30/2012	6/30/2013	6/30/2014	6/30/2015	6/30/2016	6/30/2017	6/30/2018	6/30/2019	6/30/2020	6/30/2021 YTD
Total Ambulance Revenues	6,403,140.05	6,858,683.77	6,794,885.00	7,000,051.80	7,661,558.10	7,867,699.50	7,814,597.20	8,016,550.70	9,183,588.20	9,178,933.10	9,099,514.60
Contractual Allowances	(3,016,965.91)	(3,277,748.95)	(3,516,753.37)	(3,695,434.98)	(4,199,800.97)	(4,396,457.84)	(4,358,610.01)	(4,077,872.16)	(4,554,482.34)	(4,513,687.44)	(4,250,917.49)
Total Revenue	3,386,174.14	3,580,934.82	3,278,131.63	3,304,616.82	3,461,757.13	3,471,241.66	3,455,987.19	3,938,678.54	4,629,105.86	4,665,245.66	4,848,597.11
Bad Debt Write-off	1,364,456.09	1,116,053.09	1,073,953.84	1,281,485.73	737,547.21	710,104.97	608,180.18	718,329.24	760,672.45	1,003,682.69	826,509.86
Bad Debt as a Percent of Revenue	40.29%	31.17%	32.76%	38.78%	21.31%	20.46%	17.60%	18.24%	16.43%	21.51%	17.05%