



## REVENUE MAXIMIZATION

### COURTS

#### **Increased Collection of Fines**

Staff in the 18<sup>th</sup> Judicial Circuit trial court administrator's office initiated a fine collection program called "Pay or Appear" that brought in more than \$200,000 after being implemented by four Brevard County judges in 2000-01. Collections were transferred to Clerks of the Court under Revision 7 on July 1, 2004. This initiative likely is adaptable to many of the state's other judicial circuits. For more information, please contact Tim Hamilton at (321) 631-2171 or email at [tim.hamilton@flcourts18.org](mailto:tim.hamilton@flcourts18.org). (2003 #10)

### FACILITIES

#### **Permit and Facility Revenue Collection**

Using a centrax adaptation for permits and other billings saved approximately \$100,000 and increased revenue collection by \$85,000. This initiative reportedly is adaptable wherever annual facility permits are billed and collections are problematic. For more information, please contact Joseph Demarzio at the Miami-Dade County Health Department (305) 623-3551 ext. 3578 or email [joseph\\_demarzio@doh.state.fl.us](mailto:joseph_demarzio@doh.state.fl.us). (2004 #9, DOH-071)

#### **Automated Operations System**

Automation of parking, lease management and operations, and preventive maintenance services annually saves \$58,000. For more information, please contact John Owen at the Department of Management Services in Tallahassee (850) 488-0439 or email [owenj@dms.state.fl.us](mailto:owenj@dms.state.fl.us). (2004 #30, DMS-004)

#### **Increased Parking Garage Revenue**

Cross-referencing a paid parking database and a Sonitrol card access database improved account and control egress into state parking garages in Miami. A smart card reader facilitates monitoring of individual cards, enabling Department of Management Services staff to analyze who is, and is not, paying for parking. For more information please contact Dan Eberhart at (407) 999-5474 or email [eberhad@dms.state.fl.us](mailto:eberhad@dms.state.fl.us). (2005 DMS-005)

## FEDERAL FUNDING

#### **Federal Funding of Program Evaluations**

Research and program evaluations have benefited from federal and in-kind matching funds of several million dollars annually since 2001-02. For more information, please contact Nancy Ross at the Agency for Health Care Administration (850) 922-5598 or email [rossn@fdhc.state.fl.us](mailto:rossn@fdhc.state.fl.us). (2003 #4)

#### **Avoiding Loss of Federal Funds**

A database system that helped to avoid the potential loss of almost \$20 million worth of federal funding improves data retrieval and resolves problems relating to inaccuracies and late submission of federal reports. For more information, please contact Elsa Kellberg at the Agency for Health Care Administration (850) 487-2618 or [kellberge@fdhc.state.fl.us](mailto:kellberge@fdhc.state.fl.us). (2003 #5)

## **FRAUD REDUCTION**

### **Public Assistance Fraud**

Placing fraud investigators in Department of Children and Families Service Centers to work directly with social workers who suspect fraud, and using investigation practices that helped reduce the elapsed time from discovery of fraud to completion of a case from an average of 18 to 4 months, could recoup an extra \$5 million worth of federal and state funds. For more information, please contact Laverne McKinney at the Department of Law Enforcement in Jacksonville (904) 360-5780 or email at [lavernemckinney@fdle.state.fl.us](mailto:lavernemckinney@fdle.state.fl.us). (2003 #7)

## **HEALTH SERVICES**

### **Pediatric Credentialing for Registered Nurses**

Utilizing credentialed registered nurses to conduct pediatric physical exams increases revenue under cost-based reimbursement for services because their salaries are considerably less than MDs or ARNPs. For more information, please contact Cynthia Gail Worley at the Okaloosa County Health Department (850) 833-9240 ext. 175 or email [gail\\_worley@doh.state.fl.us](mailto:gail_worley@doh.state.fl.us). (2004 #1, DOH-075)

### **Diabetes Education Program**

The Baker County Health Department's diabetes education program is credentialed by the American Diabetes Association, thereby entitling it to collect approximately \$15,000 insurance reimbursement annually for providing diabetes education services. For more information, please contact Robin Dewey at (904) 259-6291 ext. 2250 or email [Robin\\_Dewey@doh.state.fl.us](mailto:Robin_Dewey@doh.state.fl.us). (2004 #3, DOH-002)

### **Health Rooms in School Facilities**

Both public and private schools can contract with the federal Head Start Program to establish health rooms. For example, a health room established in a faith-based private school in Gulf County received \$60,000 from Head Start and another \$60,000 in Medicaid fees for medical and dental services provided to Healthy Start students attending the school. For more information, please contact Gwendolyn Allen at (850) 227-1766 or email [gwendolyn\\_allen@doh.state.fl.us](mailto:gwendolyn_allen@doh.state.fl.us). (2004 #4, DOH-028)

### **Nursing Home Licensing**

A process to collect Medicaid overpayments and licensure fines prior to issuance of licenses to operate nursing homes undergoing changes of ownership increased revenue by \$1.3 million in the first quarter of FY 2003-04. This achievement is applicable to state agencies that fine or collect other fees in connection with issuing facility and provide licenses. For more information, please contact Caralee Starnes at the Agency for Health Care Administration (850) 488-5861 or email [starnesc@fdhc.state.fl.us](mailto:starnesc@fdhc.state.fl.us). (2004 #8, AHCA-033)

### **Medicaid Eligibility**

A process that tracks clients who were not on Medicaid at the time a service was delivered, but who may have been enrolled in Medicaid during the following 12-months, annually increases Medicaid revenue by approximately \$40,000. For more information, please contact Peggy Sue Baker at the Lee County Health Department (239) 332-9584 or email [Peggy\\_Baker@doh.state.fl.us](mailto:Peggy_Baker@doh.state.fl.us). (2004 #7 DOH-061)

### **Medicaid Eligibility**

A relational database that automates and streamlines collection and analysis of data on Medicaid eligibility of pregnant women increased Palm Beach County Health Department revenue by \$63,000. For more information, please contact Dr. Robert Trenchel (561) 355-3105 or email [robert\\_trenchel@doh.state.fl.us](mailto:robert_trenchel@doh.state.fl.us). (2004 #6, DOH-084)

## **HEALTH SERVICES (cont.)**

### **HIV Medical Services**

A delivery model that enhances accessibility and utilization of HIV primary medical care and ancillary services generated \$1.2 million of increased federal funding for the St. Lucie County Health Department, and it reallocated funds previously spent for administration to provide direct patient care services. For more information, please contact Merle Hilliard at (772) 462-3850 or email [Merle\\_Litvack@doh.state.fl.us](mailto:Merle_Litvack@doh.state.fl.us). (2004 #5, DOH-101)

### **Electronic Billing**

A reporting and accounting tool electronically bills and increases rates for Medicaid Project AIDS Care clients that replaces non-standard contracted software. Clients benefit through seamless case management. For more information, please contact Rich Power at the Florida Department of Health (850) 245-4058 or email [Richard\\_Power@doh.state.fl.us](mailto:Richard_Power@doh.state.fl.us). (2004 #31, DOH-001)

### **Debt Collection**

A protocol that sends receivables files directly to parties owing money without being routed through the Department of Financial Services reduces personnel hours for both departments. Collections for 2004-05 increased by more than \$16,000. For more information, please contact Ella Hinson at the Florida Department of Health (850) 245-4504 ext. 4504 or email [ella\\_hinson@doh.state.fl.us](mailto:ella_hinson@doh.state.fl.us). (2004 #10, DOH-045)

## **REAL ESTATE TRANSACTIONS**

### **Documentary Stamp Tax Collection**

Auditing courthouse official records electronically reportedly resulted in a 193% (\$167,000) increase in audit dollars and a 104% increase in closed cases over the prior year. For more information, please contact Julie Pendleton at the Department of Revenue in Jacksonville (904) 359-6460 or email [pendletj@dor.state.fl.us](mailto:pendletj@dor.state.fl.us). (2005 DOR-011)

## **SOCIAL SERVICES**

### **Closing Inactive Benefit Accounts**

Review of electronic benefits transfer accounts to assess eligibility for food stamp and/or cash assistance revealed that more than 900 accounts showed no activity for 60 days, thereby saving \$353,943 in Department of Children and Families District 11 (Miami-Dade County) Forty of these cases were referred to benefit recovery staff to check for possible overpayments of nearly \$100,000. Since District 11 has approximately 25% of the state's public assistance caseload, DCF staff estimated that potential savings from statewide implementation of this initiative in 2001-02 would have been approximately \$1.4 million. For more information, please contact Judy Farber at (305) 377-7073 or [Judy\\_Farber@dcf.state.fl.us](mailto:Judy_Farber@dcf.state.fl.us). (2003 #6)