

# EMS Update on Billing & Optimization

FY22 Alter 1 Budget Rider



# Improving the Billing Process

- EMS is addressing the existing backlog:
  - Billing is now staffed to budgeted levels
  - Partnered with Vendor to perform coding services
    - Executed multiple year contract with limited spending authority
    - Promising partnership
    - Plan to increase scope of contract
- Addressing Billing Process:
  - Managers and Supervisors have been directed to engage staff and reinforce documentation standards
  - EMS is developing methods to use existing tools to more rapidly identify errors
    - Met with vendor on April 19<sup>th</sup>, 2022, to provide real-time and near-real-time alerting
  - Additional processes addressing specific areas noted in Optimization Report

# Cost of Providing EMS Service

- The cost of providing service was updated in 2021.
  - The previous cost of service (CoS) was \$1,139.00
  - The new CoS is \$1,783.63

# Evaluation of Optimization Opportunities

- Recommendation 14: Revise ATCEMS's Charity Care policy and eligibility determination process to maximize ambulance supplemental payment program (ASPP) revenues.
  - EMS Charity Care Policy was updated and approved at the September 2, 2021 Council Meeting
    - Historically only applied to persons experiencing homelessness and persons with no estate
    - 10 additional eligibility categories
    - Claims submitted for 20-21 are 7x claims submitted 19-20

# Evaluation of Optimization Opportunities

- Recommendation 13: Review billing practices to identify opportunities to capture revenue for both "treatment, no transport" and allowable ALS-level services.
- Recommendation 15: Consider reviewing commercial payment data regarding charges and payments by procedure code for commercial payers to ensure accurate reporting and to identify opportunities to maximize revenues.
  - Page, Wolfberg, and Wirth engaged beginning September 9, 2021 to evaluate the opportunities identified in the optimization report.
    - Claim review began in October, 2021, and a final visit was conducted March 30-31, 2022.
    - A final report from PWW is expected by the end of May

# Evaluation of Optimization Opportunities

- While awaiting the final PWW report, EMS has begun addressing opportunities for improvement.
  - EMS began meeting with OCMO on March 15<sup>th</sup> to begin reviewing existing dispatch criteria and to improve deployment and utilization of existing resources.
  - This process will review more than 1,700 different dispatch criteria and specifically address appropriate utilization of ALS-level resources as outlined in Recommendation #13.
- Chief Luckritz will be meeting with the author of the report, PCG Consulting, on May 4<sup>th</sup> to review recommendations in the report and receive additional context for the improvement plan.

# Questions

