



EMS Update: Billing & Revenue Cycle

Progress Update

- ❖ Anticipate an update on our charity care this month
- ❖ Progress has been made on the claim backlog which has been reduced from 21,000 to less than 17,000.
- ❖ Completed our consultant visits and received final reports.

Overview of Opportunities

- ❖ ATCEMS has received consultant reports reviewing our documentation compliance and Revenue Cycle Management (RCM) Operations
 - Final Report was received in early September
- ❖ ATCEMS RCM and Finance staff have placed recommendation into a project matrix.
 - Staff are reviewing recommendations and determining feasibility and priority
 - Staff have begun implementing some recommendations and are developing an implementation timeline for other feasible and applicable recommendations.

Summary of Recommendations: Documentation & Compliance

- ❖ There is significant room for improvement in documentation compliance and completeness
- ❖ Signature capture fell off during the COVID-19 Pandemic, and newer staff members require additional training on signature and documentation standards
- ❖ Additional training is required of staff to ensure understanding of most recent documentation requirements

Summary of Recommendations: Revenue Cycle Management

- ❖ It is necessary to leverage our status as an accredited dispatch center and better connect our dispatch and billing processes
- ❖ Our methods for measuring RCM effectiveness are outdated and require development of new KPIs and standardized reports
- ❖ There are several general RCM processes that have incremental opportunities for improvement

Next Steps: Documentation & Compliance

- ❖ Implement additional training for existing and incoming staff on documentation and signature requirements.
 - (In Progress, estimated completion Q2 FY2023)
- ❖ Develop an early alerting system for data validation of provider documentation (Q2 FY2023)
- ❖ Work with OCMO to completely revamp our Performance Improvement Process to include documentation review (Q1 FY2023)
- ❖ Implement an Electronic Health Records Advisory Committee to review potential system changes that will improve documentation (Q1 FY2023)

Next Steps: Revenue Cycle Management

- ❖ Hire 11 new RCM staff (Q1 FY2023)
- ❖ Complete updating the formal linkage between dispatch and billing (Q1 FY2023)
- ❖ Consider further engagement of experts in RCM Operations to implement best practices in processes and reporting (Q2 FY2023)

Questions
