

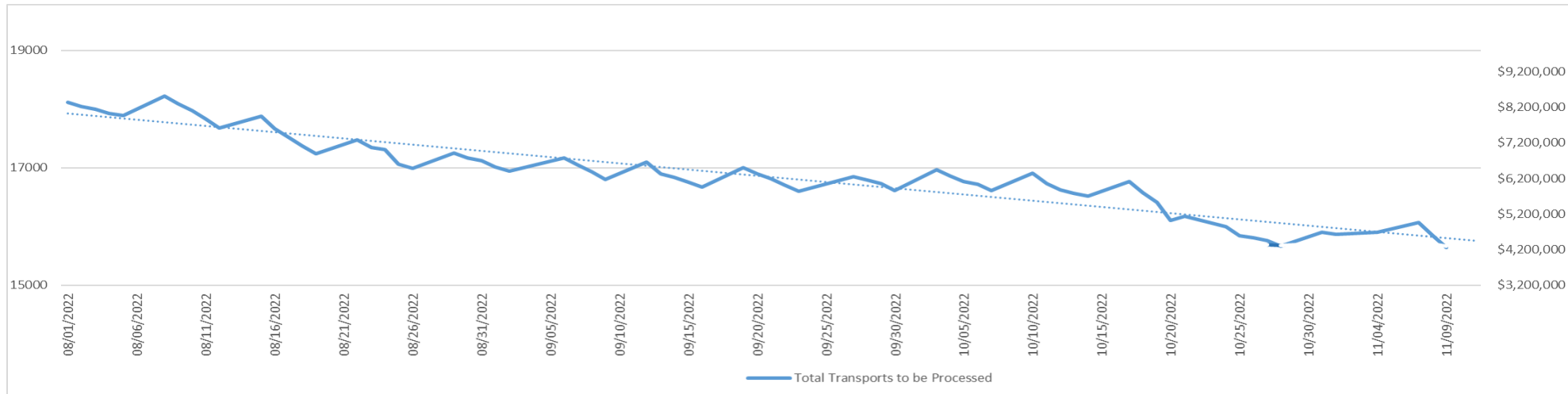


# EMS Update: Billing & Revenue Cycle

---

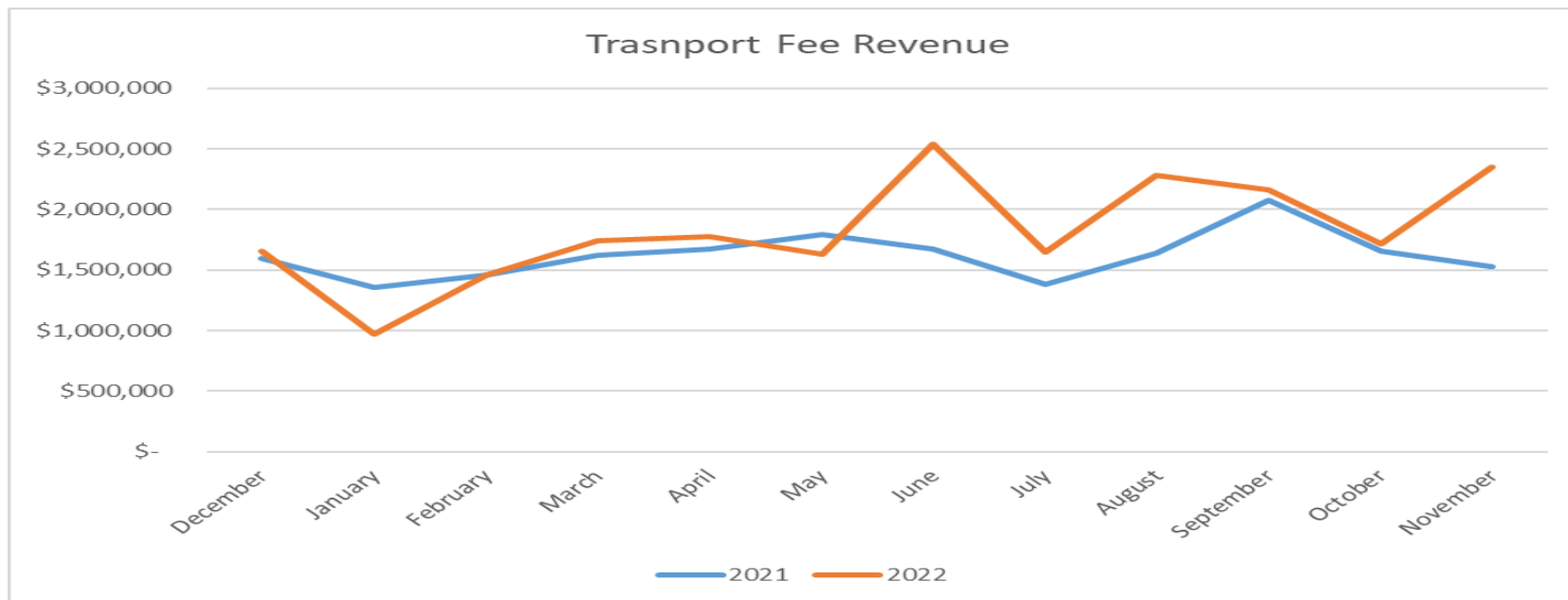
# Billing Updates

- ❖ KPI's established as suggested by consultant report
- ❖ Interviews have concluded for new staff
  - ❖ Billing Staff increasing by 50% in FY 2023
- ❖ Current backlog of transports under 15,500 approximately \$4.3M



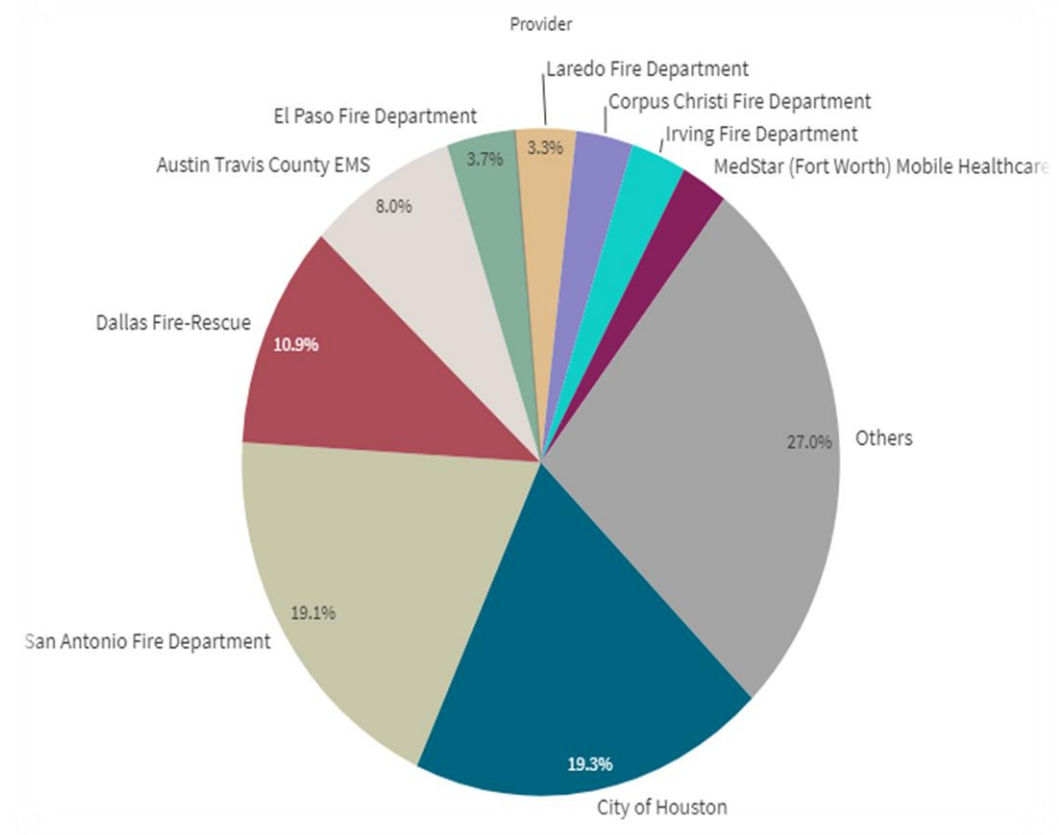
# Revenue Updates

- ❖ FY 2022 Exceeded Transport Fee Revenue Estimate by \$2.3M
  - ❖ Includes \$1.2M from Charity Care October 2021
- ❖ FY 2023 Transport Fee Revenue Target \$20.2M



# Charity Care Update

- ❖ Charity Care payment increased
  - ❖ \$1.24M To \$4.6M
- ❖ Less than anticipated (projected \$5M)
- ❖ Available statewide funding went from \$167M to \$84M
- ❖ Reimbursement for EMS Charity Care submission decreased from 65.6% of costs to 21.7% for 2021.
- ❖ ATCEMS Share increased from 4.5% to 8.0%



# Documentation & Compliance Improvements

---

- ❖ Strong efforts have gone into education and training the last few months.
- ❖ Compliance Officer conducting monthly audits to track progress.
  - ❖ Claims with Missing/Incomplete information decreased from 50% to 38%
  - ❖ Inaccurate claims decreased from 28% to 20%

# 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)  
**[Complete]**

# Next Steps: Revenue Cycle Management

---

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

# Questions

---