

February 15, 2017

Special Meeting

Board of Supervisors

Item #2a-

EMS Workshop

Penny Galvin

Mono County EMS Billing & Collections

February 15, 2017

History

- All EMS coding & billing was brought back “in house” on 3/1/2014
- All coding and billing processes are handled thru the Tax Collectors office with 1 staff member.
- This staff member is a certified coder and biller thru the National Academy of Ambulance Coding(NAAC).
- 75% of the staff members time is spent on EMS services.
- Our previous billing service was receiving 6.5% of all revenue collected. We receive 5% of all revenue collected.
- New EMS software that is compatible with the Medics ePCR system.

Coding and Billing Process

1. The Captains and EMS staff review and approve each transport. Each call goes thru a Q & A process.
2. The Call is then reviewed and all billing information is verified. It is then coded with procedures, symptoms or diagnoses codes and also billing codes.
3. Patient or insurance is then billed. Some insurance billing is done electronically and some are still sent on paper.
4. After insurance has processed any remaining balance is then billed to the patient. We are only obligated to accept Medicare, Medi-Cal and workers comp payments as payment in full. We are not contracted with any insurance company.
5. Patients that do not have insurance are billed on a 30/60/90/120 day schedule before being classified as in "collections".

Collection Procedures

Current

- Phone calls
- Letters
- Small claims judgement
- Bank account seizure
- Intercept program thru Franchise Tax Board

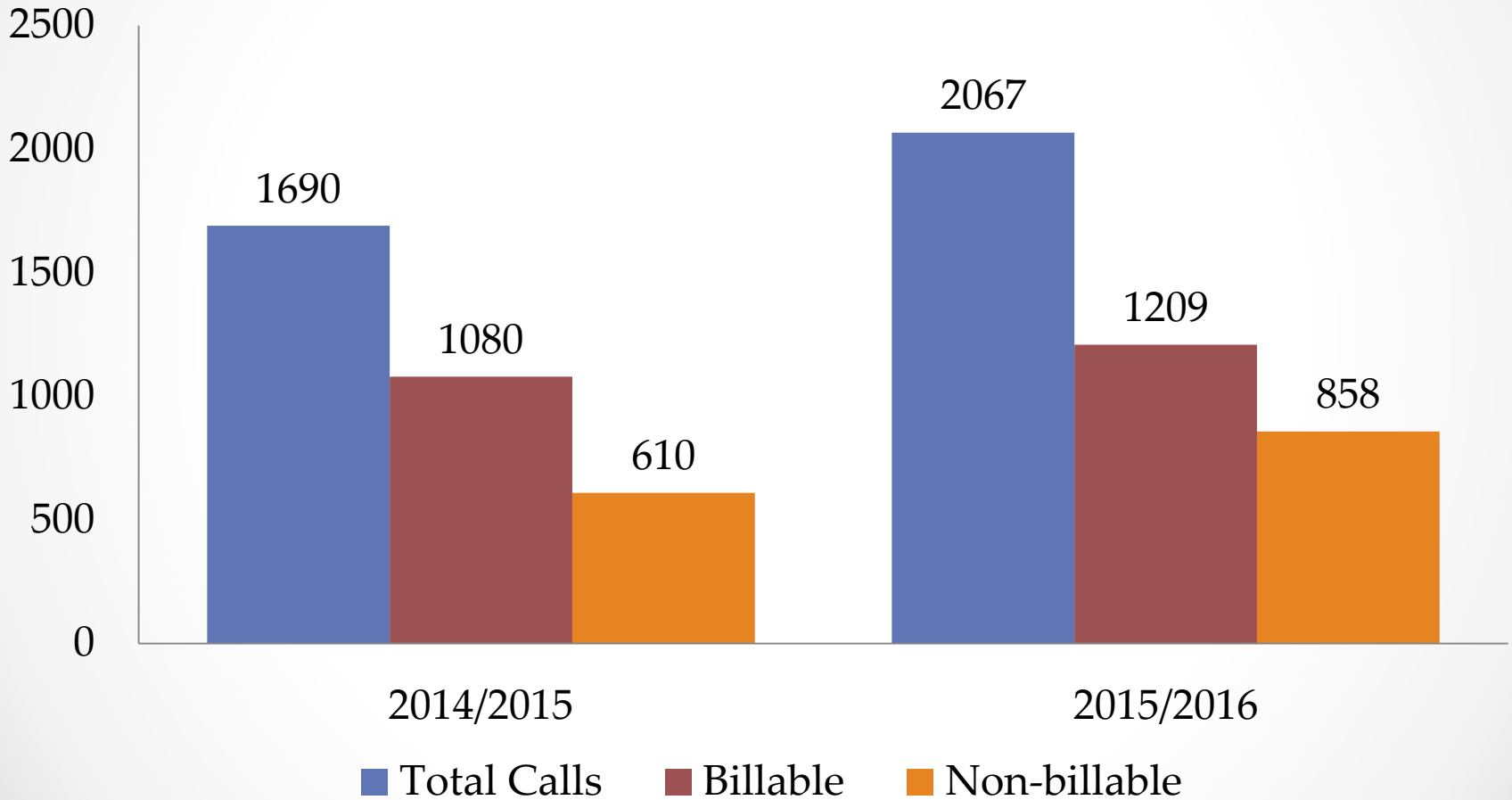
Potential

- Third Party Collection Agency
- Credit Bureau reporting
- Ability to discount bill as a final offer

2015/2016 Statistics

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Total Calls



Total Billed & Collected

- 2015/2016 FY
- Total billable calls – 1209
- Total Charged - \$2,452,272.80
- Total Collected
 - Actual Payments – \$1,218,348.68
 - Adjustments - \$770,950.46
- Overall collection rate 81%

Payer Mix

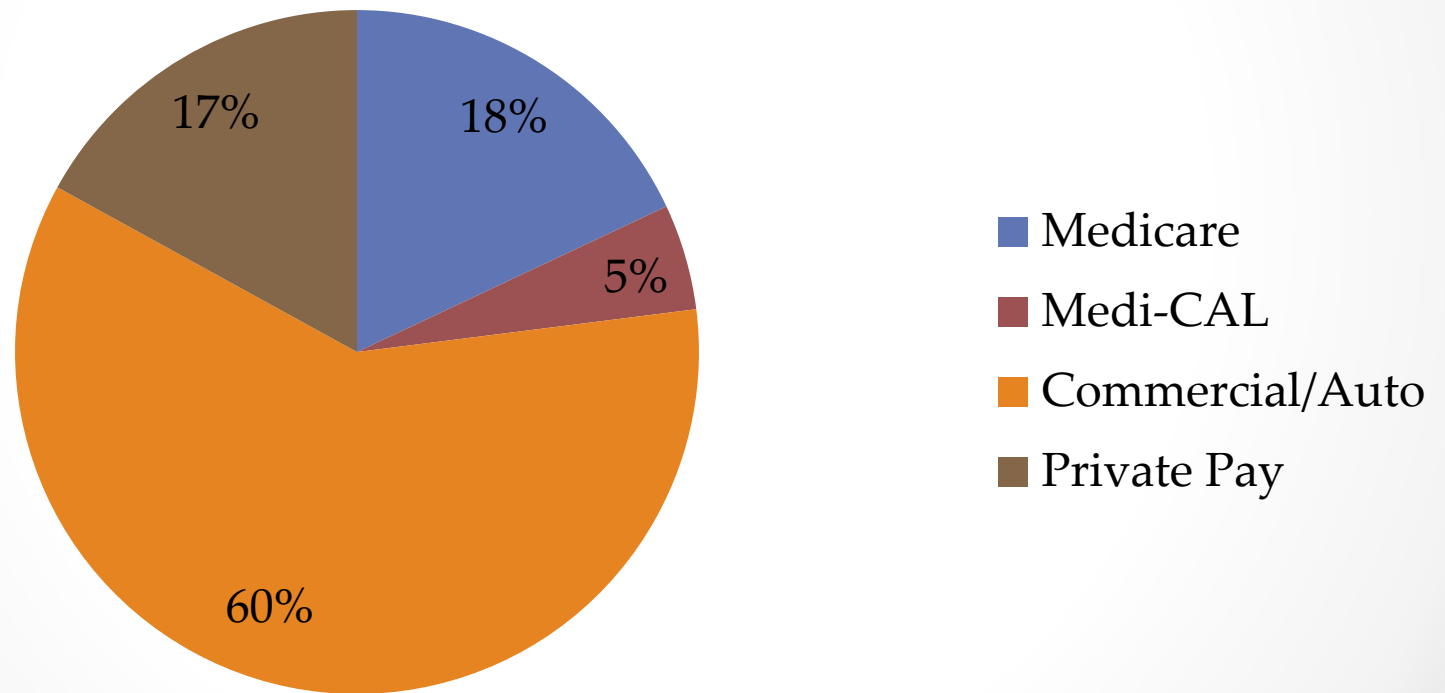
- Medicare (18% payer mix)
 - Total Charged – \$429,389
 - Totals Adjustments – \$288,319 (67% adjustment)
 - Total Payments – \$111,063
 - Balance – \$30,006
- Medi-Cal (5% payer mix)
 - Total Charged - \$118,346
 - Total Adjustments - \$117,080 (99% adjustment)
 - Total Payments - \$3,251
 - Balance - **-\$1984**

Payer Mix (cont.)

- Commercial (60% payer mix)
 - Total Charged - \$1,481,516
 - Totals Adjustments – \$365,550 (25% adjustment)
 - Total Payments – \$923,272
 - Balance – \$192,693
- Private or Self Pay (17% payer mix)
 - Total Charged - \$423,020
 - Totals Adjustments – \$
 - Total Payments – \$180,761
 - Balance – \$242,258

Payer Mix

Breakout



Questions & Comments

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