



MONO COUNTY EMS

Department Overview



Our Mission

To Serve With CARE
Compassion. Accountability. Respect. Excellence.

Vision

To be the best emergency medical services organization.

Values

WE ARE
PROFESSIONALS

- Honesty, Fairness and Integrity
- Understanding and Compassionate for Others
- Effective, Efficient Service Delivery
- Appearance and Behavior

WE ARE ALL VALUED
MEMBERS

- Openly Communicate at all Levels
- Positive Team Environment
- Input is Valued
- Respect and Compassion for One Another

WE STRIVE
FOR EXCELLENCE

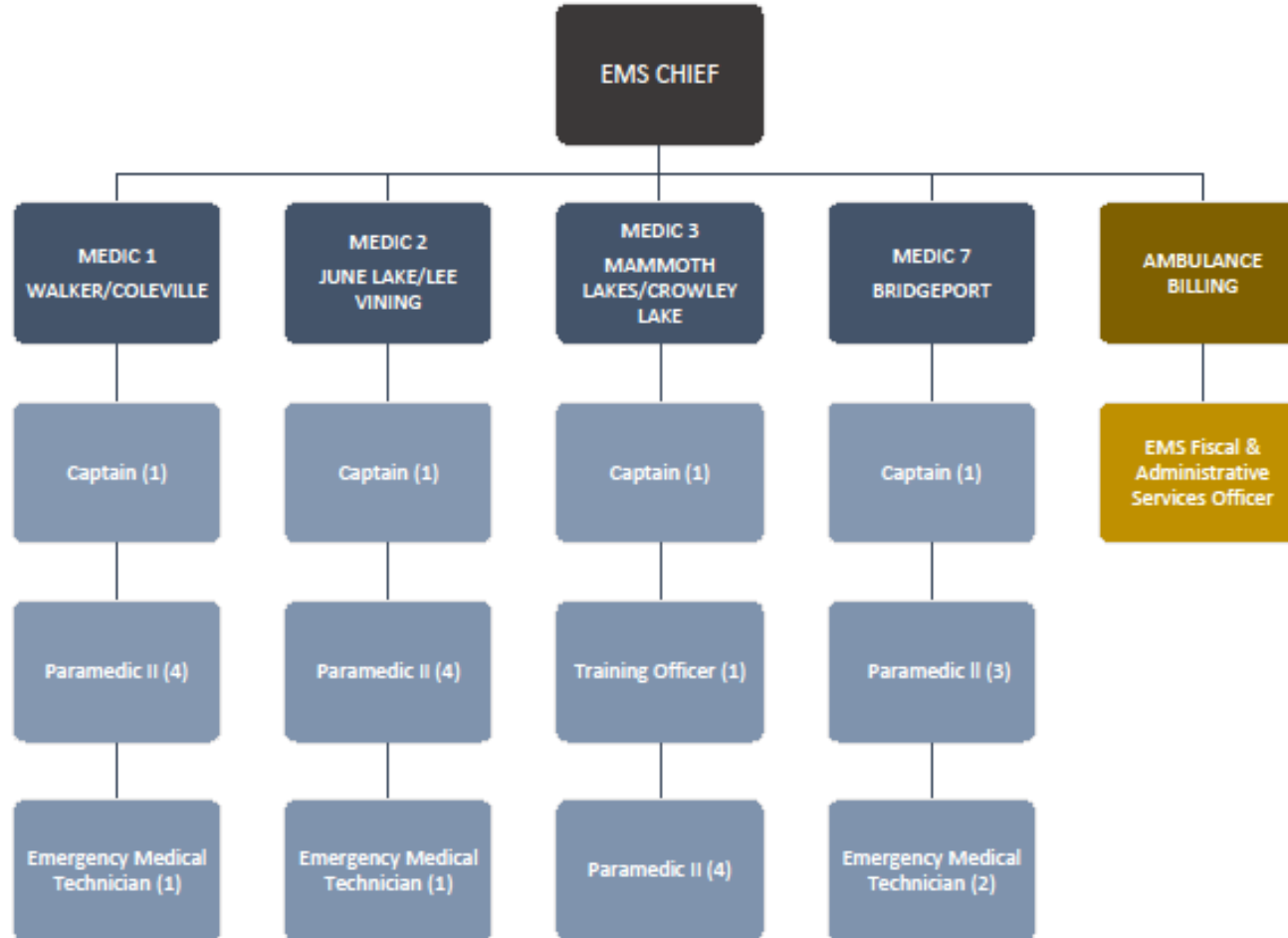
- Embrace Change
- Personal Health and Fitness
- Education and Professional Development
- Training and Preparedness

ORGANIZATION CHART



EMERGENCY MEDICAL SERVICES – FY2023-24

Departmental Organizational Chart



DIVISIONS

EMERGENCY RESPONSE

REVENUE SERVICES



M1 STAFF

- **Medic 1 (Walker) - Captain Mike Sharrar**
 - Tyler Stockdale
 - Wesley Harrison
 - Wade Rowley
 - Open
 - Blake Fisher



MONO COUNTY

M2 STAFF

- Medic 2 (June Lake) - Captain Kevin Smith

PARAMEDIC RESCUE

- Kyle Rose
- Sean Macedonio
- Aaron Rowley
- T.O. Alex Vaught
- Zac Creager



M3 STAFF

- **Medic 3 (Mammoth) - Captain Alex Johnson**
 - Brooke Schrader
 - Phil Wesseler
 - Brandon Adams
 - Emily Fedorko
 - Nick Escallier



M7 STAFF

- **Medic 7 (Bridgeport) - Captain Luke Lydiard**
 - John Almeida
 - Daren Kee
 - Lundy Schneider
 - Fletcher Buccowich
 - Open

STATIONS
& SHIFTS

STATIONS

Walker (Medic One)

June Lake (Medic Two)

Mammoth Lakes (Medic Three)

Bridgeport (Medic Seven)

SHIFTS

Red Shift (24/7)

Green Shift (24/7)

Blue Shift (24/7)

FLEET & EQUIPMENT

Fleet

- **4 24/7 Primary ALS Ambulances**
- **2 Back-up ALS Ambulances**
- **1 Command Vehicle**
- **1 Training Vehicle**

Equipment

- **6 Zoll Heart Monitors**
- **4 New Gurneys & Load Systems**



CALL
VOLUME

For FY 22-23 total calls – 2,229

Billable Runs – 1,219

- Medical/Trauma Calls

- Mutual Aid Calls

- Fire Support

- Airport Transfers

- Blood Draws

- Long Distance Transfers

- Welfare Checks

**- Behavioral Health Calls (Mobile
Crisis Response Team)**

- Jail Calls

- Walk-ins



Mono County EMS Billing & Collections

History

- All EMS coding & billing was brought back “in house” on 3/1/2014
- EMS Department was formed in October 2017 and no longer in the Tax Collectors office
- All coding and billing processes are handled by 1 staff member.
- I am certified thru the National Academy of Ambulance Coding (NAAC) which includes Coding, Compliance and Privacy

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. The 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 are billed on a 30/60/90/120 day schedule before being classified as in "collections".

Billing & Collection Tools



- Access to Mammoth Hospitals demographic and insurance system
- Payorlogic
- Phone calls
- Letters
- Small claims judgement
- Bank account seizure
- Intercept program thru Franchise Tax Board



Future collection options

- Discount/Hardship programs
- Use of a collection agency
- Expanding subscription program

Total Billed & Collected

- 2022/2023 FY
- Total billable calls –1219
- Total Charged - \$4,091,376.25
- Total Collected
 - Actual Payments – \$1,202,844.25
 - Adjustments - \$1,349,138.07
- Overall collection rate 63%

Payer Mix

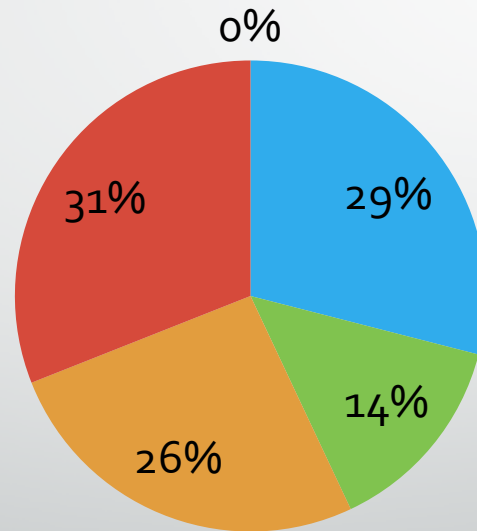
- Medicare (29% payer mix)
 - Total Charged – \$1,232,389.01
 - Totals Adjustments – \$873,102.14 (71% adjustment)
 - Total Payments – \$181,922.98
 - Balance – \$177,363.89
- Medi-Cal (14% payer mix)
 - Total Charged - \$578,013.33
 - Total Adjustments - \$412,086.00 (72% adjustment)
 - Total Payments - \$22,747.22
 - Balance - \$143,180.11
- Subscription (0% payer mix)
 - Total Charged – \$19,737.95
 - Totals Adjustments – \$7,076.99 (36% adjustment)
 - Total Subscription Adjustments – \$11,191.09 (57% adjustment)
 - Total Payments – \$1,469.87
 - Balance – \$0.00

Payer Mix (cont.)

- Commercial (26% payer mix)
 - Total Charged - \$1,039,031.75
 - Totals Adjustments – \$45,981.22 (5% adjustment)
 - Total Payments – \$369,809.24
 - Balance – \$623,241.29
- Private or Self Pay (31% payer mix)
 - Total Charged - \$1,222,204.21
 - Totals Adjustments – \$ 0.00
 - Total Payments – \$626,595.57
 - Balance – \$595,608.64

Payer Mix

Breakout



- Medicare
- Medi-CAL
- Commercial/Auto
- Private Pay
- Subscription



Questions & Comments

WHAT DO
WE DO?

Medical & Traumatic 911 Response

Search & Rescue Response

Disaster Response (Avalanche, Fires, Flooding)

Ice Rescue

Low Angle Rescue

Blood Draws

Blood Pressure Clinics

COVID Vaccination Clinics

Ebola

BH Mobile Crisis Unit

MHOAC

SEARCH & RESCUE

- **Back Country**
- **Rivers & Lakes**
- **Mine Shafts**
- **Low Angle Rescue**



EVENT STANDBYS

- Mammoth Grand Prix
- Mammoth Motocross
- Grand Fondo
- 4th of July
- June Lake Triathlon
- Mammoth Trail Fest



COMMUNITY INVOLVEMENT



- **CPR training for High School students and faculty.**
- **CPR training for local fire department.**
- **AED training for County employees.**
- **4TH of July Parade.**
- **BP Clinics.**

AGENCY INVOLVEMENT

- **Every 15 minutes.**
- **MCI Drills.**
- **Active Shooter Drills.**
- **EMS Training for local fire departments.**
- **BH Mobile Crisis Unit Response.**
- **Mutual Aid Agreements with EFFD & MWTC.**



TRAINING

- **Affiliation with REMSA Training Center.**
- **We now have 2 PALS Instructors, 5 ACLS Instructors, and 5 BLS Instructors.**
- **CPR Training for School Districts & Fire Districts.**
- **HRT Collaboration with CHP**
- **Rescue Training for Department**
- **Field Training Officers**
- **Safety/Compliance Officer**



GOALS

PROVIDE

Provide the best possible care to the residence and visitors of Mono County.

TRAIN

Train all staff members with updated techniques using the most up to date training equipment.

PROVIDE

Provide training to other agencies and departments within Mono County.

INCREASE

Increase billable revenue by staying up to date with regulations, attending conferences geared towards enhancing how we bill, and keeping staff up to date with patient reporting guidelines.

INCREASE

Increase our subscription program.

PROVIDE

Provide AED training for the employees of Mono County.



QUESTIONS FROM YOU?