



EMS BILLING PROCESS

CSA 17

May 4, 2021



EMS BILLING PROCESS OVERVIEW



Trip Import



Patient Research



Medical Coding



Claim Filing



Posting



Account Resolution



Credit Balances



Patient Experience

BILLING VENDOR TRANSITION



- New Billing Vendor- began January 2020, mid-year FY 19/20
- Took awhile to onboard causing delays in deposits
- Connections with hospitals are now established
- Vendor has caught up on the delayed collection of revenue in FY 20/21
- No lost revenue
- Billing at a Collection \$/Transport greater than prior years with prior vendor
- At the National norm and are meeting collection requirements

THANK YOU



LIVE WELL
SAN DIEGO