

# EMS Billing

03.23.2016 City Council Meeting

# Who administers EMS billing for the City of Hamilton?

- ▶ Medicount Management, Inc. effective 7/27/2015
  - Based out of Cincinnati, OH
  - Founded in 1990
  - Over 300 municipalities in the Midwest
- ▶ Medicount acquired the City's previous EMS billing administrator MBI Solutions in 2015

# Understanding the EMS Billing Process

- ▶ The process begins with an emergency 911 call to the Hamilton Fire Department
  - After a transport and medical services are rendered the HFD crew member(s) fill out an Electronic Patient Report in EMS Charts
  - The software compiles the patients general information such as name, address, social security number, etc...

# Understanding the EMS Billing Process cont'd

- ▶ EMS Coordinator then reviews the run reports for quality assurance
  - An electronic file with the run information is created
  - Medicount receives the electronic file several times per month
  - File is processed and downloaded into Medicount's billing software (within 2 to 3 business days)

# Understanding the EMS Billing Process cont'd

- ▶ Medicount gathers patient insurance information from receiving hospitals as well as other sources, verifies eligibility and submits the claims.
- ▶ If insurance is found the run is charged based on the documentation on the services provided by Certified Ambulance Coders.
  - Basic Life Support (BLS) \$674.00
  - Advanced Life Support 1 (ALS1) \$807.00
  - Advanced Life Support 2 (ALS2) \$1,158.00
  - Mileage \$21.89

# Understanding the EMS Billing Process cont'd

- ▶ A claim is then filed to the patients insurance
- ▶ Payment or a denial is then received
  - Denials are worked to hopefully be corrected so that payment can be received
- ▶ At this point if there is a patient responsibility up to 3 invoices will be sent to the patient.
  - Deductible
  - Co-pay

# Understanding the EMS Billing Process cont'd

- ▶ Runs with no active insurance for date of service:
  - Two forms are sent to the patient requesting insurance information
  - Client receives phone call from Medicount's automated computer system
  - After two insurance request forms 3 statements are sent
    - All Hamilton patients are treated the same regardless of residency
    - Hard billing was approved by City Council on 08/28/2013

# Collection/Refund Process

## ▶ Payments

- Information EOB's (Explanation of Benefits) are received from your bank Fifth Third daily. These are used to update the patient accounts.

## ▶ Refunds

- In most cases the insurance company will take-back the overpayment from a future payment, otherwise Medicount will notify the City of a refund, and place the necessary information out on MBI (Medicount) Net for the City to issue a check.
- Occasionally, a refund will be generated due to an overpayment. Medicount strives to identify and process these within the same month it is received in order to process the refund timely.

# City of Hamilton EMS Revenue

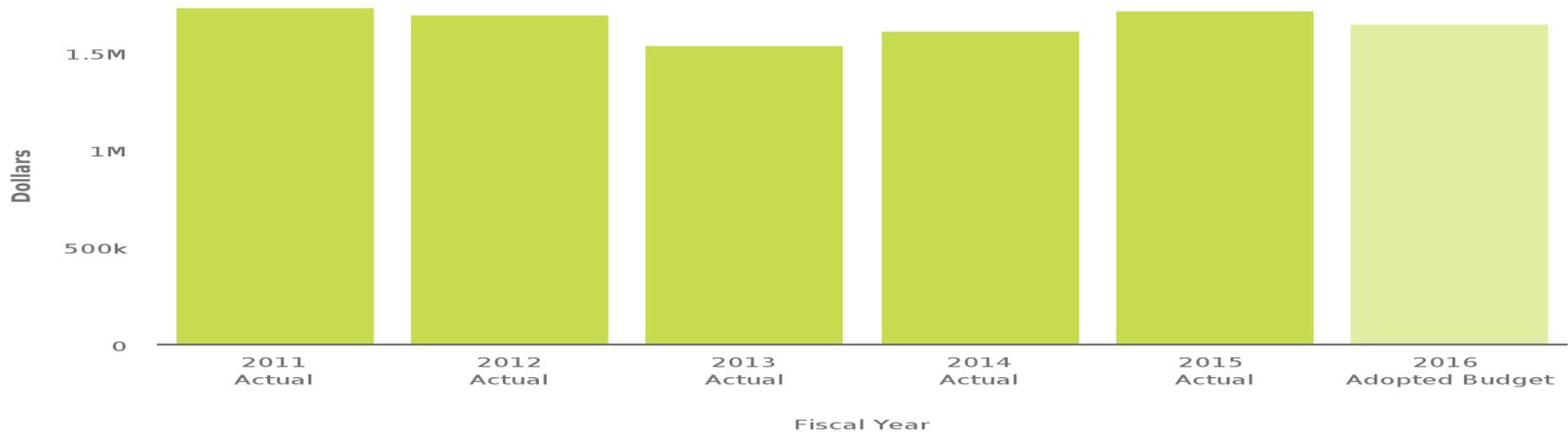
## Hamilton - Emergency Life Squad Fees

Funds Filter: General Fund  
 Departments Filter: Fire Revenue  
 Export generated on 03/17/2016

Account Group	2011 Actual	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2016 Adopted Budget
Emergency Life Squad Fees	\$ 1,729,175	\$ 1,699,777	\$ 1,541,232	\$ 1,613,135	\$ 1,719,289	\$ 1,650,000
<b>Total</b>	<b>\$ 1,729,175</b>	<b>\$ 1,699,777</b>	<b>\$ 1,541,232</b>	<b>\$ 1,613,135</b>	<b>\$ 1,719,289</b>	<b>\$ 1,650,000</b>

## Hamilton - Emergency Life Squad Fees

Export generated on 03/17/2016



# City of Hamilton EMS Revenue

	2011	2012	2013	2014	2015
Gross Charges	\$5,241,500	\$5,456,299	\$5,389,903	\$5,691,898	\$5,583,840
Revenue	\$1,682,939	\$1,666,695	\$1,593,363	\$1,694,817	\$1,560,616
Collection Percentage	32.11%	30.55%	29.56%	29.78%	27.95%

Source: Average Payment per Call Report (By Call Date) – Medicount.com

# Ohio Attorney General's Office

- ▶ New program for collection delinquent EMS and Income Tax debt due to the City
  - Resolution passed to use the Ohio AG's Office for delinquent balances on 01/14/2015
- ▶ After Medicount has exhausted their attempts to collect account balances may be referred to the AG's Office
  - Only EMS debt greater than \$500.00 is currently referred
  - The AG's Office will only send delinquent notices and/or offset state tax refunds, gambling, and lottery winnings

# Ohio Attorney General's Office cont'd

- ▶ The Attorney General's Office assesses an additional 10% collection fee to the debtor
  - Collection costs are netted from gross collections
  - The City nets 100% of the debt owed under the program and the AG's office receives the added 10%.
  
- ▶ Example:
  - \$100.00 EMS debt referred to the AG's Office
    - 10% collection fee charged by the AG's Office
    - \$110.00 total balance charged to the patient
    - City of Hamilton receives \$100.00 and the AG's Office receives \$10.00 in this example

Questions?