



EMS Billing Services Inc.

# Providing More of the Services You Need!

Compare our comprehensive list of services to other billing companies and we'll come out on top!

## EMS ENROLLMENT

New enrollment/update - state health  
New enrollment/update - other insurance as determined by demographics  
PECOS Medicare enrollment  
Verify Federal tax identification number  
Verify National Provider Identification number (NPI)  
NPI updates or corrections  
Insurance notifications as required by federal law upon changes or updates  
Bank account changes - Medicare, state, Automated Clearing House (ACH) with HPS and EMS banks  
Revalidations  
Mail reminders for expiring licenses and certifications

## EMS PREBILLING

Educate clients on appropriate required paperwork  
Educate clients about billing procedures based on documentation  
Verify billing regulations and compliance  
Analyze insurance reimbursements  
Analyze billable rates  
Verify billing regulations and compliance

## EMS PRERESEARCH

*Research without involving the patient*  
Research missing insurance  
Research not medically necessary EMS transports  
Research liability responsibility

## EMS BILLING

Data transfer  
Personal account managers  
Preaudit all patient care reports for compliance  
Code service levels according to written documentation  
Code appropriate symptoms according to written documentation  
Inform insurance companies of updated payment  
Submit claims to appropriate insurance companies  
Send statements to appropriate responsible parties  
Process back billing

## EMS PAYMENTS / REFUNDS

Post payments towards patients' accounts  
Verify electronic payments  
Audit and appeal excessive discounts and adjustments  
Monitor payment reimbursements from insurance companies  
Handle correspondence from patients and insurance  
Handle incoming telephone patient inquiries  
Availability of interpreters in multiple languages for patient assistance  
Negotiate with insurance companies, attorneys and patients for payment  
Process incoming telephone insurance requests  
Research denied payments  
Update payment to addresses  
Audit overpayments  
Prepare refund documents

Send refund checks and appropriate forms to insurance companies or patient  
File secondary or tertiary claims  
Balance clients' monthly revenue  
Process returned checks  
Monitor payment arrangements

## EMS POST RESEARCH

Perform accounts receivable audits  
Research unpaid accounts with appropriate payor  
Process insurance company appeals  
Skip trace  
Handle attorney requests  
Update missing information with outside resources  
Utilize state and national eligibility software systems for coverage  
Verify payment of crossover claims  
Input insurance updates  
Conduct internal post audit review  
Evaluate account closures

## EMS COLLECTIONS

*(if using a collection agency)*  
Manage deferred payment accounts  
Prescreen accounts for collection  
File to state recovery programs  
Submit unpaid accounts to clients to pursue  
Submit unpaid accounts for clients determination  
Submit directly to collection agency for clients  
Handle collection agency phone calls  
Review collection reports  
Track collection efforts

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## EMS TECHNOLOGY

ePCR reporting service bridge (using a desktop computer)  
ePCR reporting field bridge (using a laptop in the field)  
ePCR technical support  
Online viewable client financial reports  
Online viewable patient activity  
Online viewable payment activity  
Online viewable resource documents  
Capability to upload files to FTP server  
Training on uploading our ePCR software to state  
File claims electronically  
Receive payments by ACH  
Scan payments directly to clients' bank accounts  
Process credit card payments  
Check by phone options for patients

## EMS ONLINE REPORTS

Activity  
Monthly transaction journal  
Practice analysis  
Patient ledger - unpaid  
Patient ledger - all  
Intercept  
Yearly summary  
Procedure/diagnoses code analysis  
Collection  
Charge/payment analysis  
Aging  
Customized reporting available

## EMS FORMS

HIPAA privacy policy  
Joint Intercept Agreements - samples  
Business Associate Agreements - sample  
Other required forms as needed  
Public notifications  
Press release articles  
Payment policy  
Medical Necessity form  
Signature forms  
All EMS forms available in multiple languages

## CONSULTING

Revenue profit and loss projections  
Onsite documentation training  
Documentation training DVD for training of new hires  
Proposed rate structures  
Notification of federal regulation changes - eblasts, mail, newsletters  
Interpreter - customized needs  
Attorney consultations  
Insurance rate negotiations  
Work with state representatives for improving ePCR development  
ePCR training  
Support in the event of a billing audit

## FINANCE

Receive and record all patient and insurance payments  
Scan all payments to contracted clients' bank accounts

Balance month-end checks, credit cards and electronic fund transfers for clients' payments

Prepare monthly, quarterly and annual reports and post online

Produce itemized invoicing

## EDUCATED STAFF

Certified ambulance coders  
Certified procedural professional coders  
Certified dispatchers  
Certified in fair debt collections  
EMTs  
CMS certified  
State regulations  
Federal regulations  
Medicare PET (Patient Education and Training Advisory Board)  
Annual national training

## COMPLIANCE

CMS compliant  
PIC compliant  
HIPAA compliant  
Red Flag compliant  
Internal auditing  
Bonded employees  
Errors and omissions insured

## CUSTOMER SERVICE

Answer all calls live  
Return calls before end of day

## We also offer these value-added services:

- Offsite backup system with dual locations in case of natural disasters.
- Written compliance plan.
- Disaster recovery plan including relocation along with employees and data replacement.
- Dedicated account managers as a point of contact.
- One hundred hours of continuing education required annually by billing staff.
- A staff that works with your medical directors, hospitals and doctors to get your claims paid.
- Electronic storage and maintenance of all data received from clients.
- Toll-free number.
- Multiple language interpretation services.
- Secure office environment to protect patient and client confidentiality.
- Timely payment of claims.
- Payment of 80 percent of account receivables in the first 90 days.
- Routine communication of industry issues, rules and regulations changes.



Billing Services, Inc.

*Your dedication is our inspiration.*