

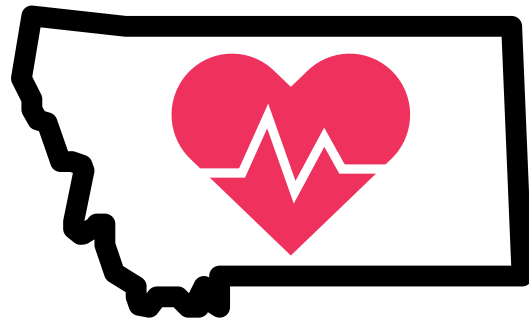


Elevating EMS agencies
since 2011

2021 Quarter 1 Newsletter

Patient Experience: After a transport where your crew provides compassionate and competent care, a patient can find themselves in a complex situation. They may be dealing with a new, scary diagnosis or continuing symptoms, or healing from an injury. They are likely trying to understand several bills from different stages of their care, from the ambulance to emergency room, to imaging, and more. We recognize these challenges, and offer patients:

- Clear, easy-to-read statement format
- Perforated payment stub with return envelope included
- Link printed on statement to secure portal
- Online payment portal for check or credit card payment
- Emailed statements upon request
- Financial Hardship Application
- Assistance setting up a payment plan
- Quick access to our staff for answers and help



What's happening

1. In time for the anniversary of the beginning of the coronavirus pandemic, Congress passed an enormous spending bill called the American Relief Plan. Ignoring for now the ramifications of an additional \$1.9 trillion dollars in spending contained within a 500+ page bill (you KNOW there's a lot of pork in there!), there is at least one exciting provision worth noting in the bill for ambulance services. A "Treat in Place" provision to reimburse ground ambulance services when the beneficiary has not been transported is part of this bill. While there are many caveats attached that will restrict how this is actually applied (must be during the Covid-19 public health emergency, and reason for no transport is due to protocols in effect due to the pandemic), this legislation seems to be a step in the right direction towards permitting payment by Medicare for a wider range of services performed by EMS in the future.
2. Big Sky Care Connect has been working with the State to integrate the Health Information Exchange directly with them. This way all the uploaded data from each EMS agency will be connected to the HIE, and individual agencies can join as "view only" participants, avoiding the requirements for the technical connection to various PCR software programs. We will be hosting another webinar in the next few months to help you understand how to connect, and also to allow you input regarding specific uses that you would like to see with the HIE.



IN OUR SURVEY LAST QUARTER, MOST OF YOU RESPONDED THAT YOU WOULD LIKE SOME HELP WITH TRIP REPORT DOCUMENTATION AND SIGNATURE REQUIREMENTS. SO FAR IN 2021 WE HAVE DONE 4 AGENCY TRAININGS, WITH ANOTHER ONE SCHEDULED SOON. IF YOU HAVEN'T TAKEN ADVANTAGE OF THIS YET, REMEMBER THAT ANNUAL CREW TRAININGS THAT ARE INCLUDED IN YOUR CONTRACT WITH US. JODI PAINE, OUR CERTIFIED AMBULANCE COMPLIANCE OFFICER, DOES THESE TRAININGS AND HAS CREATED A GREAT CURRICULUM TO ENSURE AN EFFECTIVE TRAINING IN ONE SESSION.

EMT SPOTLIGHT

This month we want to recognize all of you in the EMS field, throughout Montana and the nation. Even before COVID-19 was a concern, you have willingly responded to calls for help, potentially life threatening, to you or to patients. You are a bright spot in what is often a patient's worst day. Your willingness to rush to an emergency to deal with the frightening, the heartbreaking, the boring, the tragic, and the most stressful situations is truly heroic.

Your brave performance throughout the last year has inspired your communities, and comforted your patients. As we talked with you throughout it all, it has become clear that this was a year of challenges. We heard time and again how you have overcome extreme fatigue and exhaustion, infections and exposures, terrible weather conditions, dangerous roads, and other threats. And through it all you've maintained a professional and positive outlook, rising to meet the challenges with calm and skill.

We are honored to work closely with you and to support the vital work you are doing daily. To each agency, every crew member, and all the support staff and families, we salute you and offer you our deep gratitude and admiration.

To Do This Quarter

Don't forget these important tasks that should be completed regularly.

- Gather and maintain updated signature logs for your crew.
- Implement exit interviews for all staff leaving your service.
- Require a review of all trips performed by that staff member to ensure they have completed and signed their reports prior to departure.
- Reconcile your dispatch log against the trips in your PCR software.
- Reconcile the trips in your PCR software against the month-end billing reports.

Taking these steps regularly can improve revenue recovery for your agency, and improve your compliance with State and Federal regulations.



*"Save one life, you're a hero.
Save multiple lives, you're an EMT."*



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