



Elevating EMS agencies
since 2011

2021 Quarter 2 Newsletter

Pintler Billing Happenings

We have been busy here, serving 31 clients by sending thousands of claims and posting millions of dollars in revenue to their patient accounts since the beginning of the year. Each of those transactions is subjected to our stringent review process to ensure accuracy and compliance, resulting in the very best billing service for our clients.

There was still time for some non-billing activity... Friday, April 23 the Pintler Billing crew got out of the office and spent the afternoon picking up trash along the highway. Our team bonded over cleaning up the community, and the two hours of cleaning we put in resulted in **11** industrial sized bags of garbage! Wednesday, May 19 we hosted a networking lunch for local professionals interested in meeting and casual conversation.

Welcome to our new staff:



Cerise Greene

Darian Truman is a Eureka native, and joined our team on November 30, 2020. She is an accomplished golfer, and in her spare time enjoys hanging out with her family and her dog. Darian is a CAC (Certified Ambulance Coder) and has become a competent biller and part of our team.

Cerise Greene is also a native of Eureka, and joined our team as an administrative assistant on April 19, 2021. She is the mother of a toddler and enjoys shed hunting and spending time with her family in her spare time. She is rapidly becoming an integral part of our team, and is learning her position very quickly.



Darian Truman

...and farewell to Mandy:

We wish Mandy Erickson the best of luck in the next chapter of her life, obtaining a graduate degree in speech pathology from University of Montana. We will miss her skills and talent here, but she will be a great speech therapist!

Jill Crofts, the sunny voice you are used to hearing when calling our office, is transitioning into a billing position. She has earned her CAC certification and is quickly gaining experience in submitting claims.

Looking ahead to the fall, we are excited to be going back to “live” events! We will be participating as vendors at the following conventions, and hope to see you at one or more of these locations. Be sure to stop by our table and say hello if you are there! –

- Rocky Mountain Rural Trauma EMS Symposium Butte MT, Sept 9-10,
- MT Fire Service Convention Missoula, MT Oct 14-16,
- MEMSA Lewistown, MT Oct 15-16

Check out the new updates on our website, including the option to submit a request for a crew documentation training.

<https://www.pintlerbillingservices.com/schedule-a-training/>

EMS SPOTLIGHT: MARY GRANGER

Agency: Lakeside QRU/Ambulance

Years of Service: 40

Certification/Education: Advanced First Aid, EMT, Paramedic,
Bachelors Degree in Elementary Education/Special Education



Brief Background: I have lived in Lakeside since I was 5 years old. Educated in the Flathead Valley, College in Missoula at the University of Montana. I was a teacher for elementary age students for 33 years in the Kalispell School District. I taught at Hedges and Elrod Elementary Schools. I am married, have been for 50 years. I have taught hundreds of EMT students in the Flathead Valley, an endeavor that never grows old. I retired from teaching in 2004, enjoyed retirement for 6 years and then became the Flathead County EMS Manager when the position was totally at the beginning. It was a job I loved.

Highlight or favorite aspect of working in EMS: I have always enjoyed learning, and EMS is a place where things change all the time and demands that my learning remain fresh, and yet my history is also my guide for patient care. I love the problem solving of treating a patient, to figure out what is wrong and what can I do about it.

My teaching and mentoring of others is always a rewarding endeavor. I love to see my students figure it out and know what to do to help others in their time of need. I love to watch as the lure of EMS takes hold, and they just wait for the next tone to drop. It is so satisfying to have my students become my co-responder, and for some seek education for higher levels of patient care.

I have loved the QRU in Lakeside. I am the only Charter Member to still be responding. It has grown from just a baby of eager volunteers here to help our community, to a professional team of volunteers ready to respond at the drop of a tone. It's rewarding to know we started out with just a response Suburban vehicle, orange coats and tackle boxes full of medical supplies to an organization of three ambulances, and two (soon to be three) stations that hold our ambulances one in Lakeside, South Kalispell and soon to be in the Somers Fire Station. Each expansion helps us to better serve our people and to respond from a shorter distance. Our volunteers are well trained, professional, and caring, and recognized as being one of the best units.

Working as EMS Manager from 2010 to 2016, was kind of a culmination of this journey. It was a challenge to get our County to develop a system for EMS that brought all the players together to achieve a common goal. We have dispatch, law enforcement, OES, the hospitals, our Medical Director, and all Fire and EMS Agencies working from "the same page" and cooperating to support each other in our challenges to serve our communities. I am so proud to have been a motivator and facilitator to have that happen.

Finally, I started doing this for my community. To help people in need. I have never regretted the time and effort. I am rewarded in so many ways and feel blessed to still be a part of it.

EMS Week Celebration

May 16-22 was EMS Week, and we hope you were all well-celebrated. In appreciation of you and the work you do, we are happy to share some tips to avoid burnout in the EMS field*.

- Schedule and commit to time for yourself. Shift-work schedules can make it harder to keep a normal routine, but prioritizing time for hobbies, being outdoors, and activities you enjoy will help you keep a healthy balance in your life.
- "Own" your job, and be proactive about participating more in the aspects of your EMS role that you most enjoy. Maybe you want to organize inventory in the store room, or work on a joint training project with a neighboring agency. Taking ownership of how you contribute and focusing on your areas of interest can reinvigorate your love for EMS.
- Connect with others in the EMS community who can relate to what you do every day. Moments or days of feeling overwhelmed seem to come with the territory, and others who share your experiences can help you stay interested and motivated to continue on with your work.

*<https://www.eso.com/blog/avoid-burnout-in-the-ems-field/>



KEEP UP WITH THE LATEST NEWS IN EMS REVENUE RECOVERY, AND WHAT'S HAPPENING
WITH PINTLER BILLING SERVICES. FOLLOW US ON INSTAGRAM AND FACEBOOK!
[PINTLER BILLING SERVICES INSTAGRAM](#) [PINTLER BILLING SERVICES FACEBOOK](#)



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



Contact Us

Pintler Billing Services

PO Box 2458

Eureka, MT 59917

866-340-2505

www.pintlerbillingservices.com