

# MARCH 2019

# PINTLER BILLING SERVICES

## Quarter One Newsletter



### CMS EXPERIMENTS WITH NEW EMS PAYMENT MODEL

CMS recently announced plans to roll out a new payment model. The ET3, or Emergency Triage, Treat, and Transport Model, is “a voluntary, five-year payment model that will provide greater flexibility to ambulance care teams”, and has potential to reimburse ambulance services for a wider range of services than are currently covered.

The model refers to new payments for the three “T’s”: Triage (adding an option at dispatch for telehealth, or discussion with an NP, PA, or MD, so a patient that may not be experiencing an emergency can get immediate access to information and possibly avoid transport by ambulance), Treatment (allowing EMS personnel, under the supervision of, and at the direction of, an NP, PA, or MD via telephone, to treat the patient on scene and not transport), and Transport (expanding the covered destinations to include coverage for transport to lower-level acuity care such as urgent care and doctor’s offices when appropriate).

Applications for participation in this model will be available this summer, and the implementation will occur early 2020. Please visit the CMS website for more information:  
<https://innovation.cms.gov/initiatives/et3>

### COMPLIANCE CORNER BY JODI PAINE, CACO

Does your service have a living, breathing Compliance Plan in place that is known and referenced as needed by all members of your facility? Do you have an appointed Compliance Officer who conducts audits and monitors compliance activities? If the answer to these questions is not a resounding yes, then it’s time for a Compliance Plan update! CMS reviewers are looking in more detail at compliance plans to ensure that services are utilizing these valuable assets to operate within the boundaries set by Medicare.

A Compliance Plan provides:

1. Policies and procedures for how your service operates
2. Identifies risk areas and addresses ways to minimize those risks
3. Sets expectations and outlines consequences for failure to follow company policies
4. Outlines how staff can report concerns and misconduct to avoid a whistleblower situation
5. Documents training and continuing education by staff members

Pintler Billing Services offers an annual compliance plan check up with Jodi, our Certified Ambulance Compliance Officer. This is a chance to review the compliance plan you currently have in place, identify strengths and weaknesses in your service, prioritize areas that require updates, and create an actionable plan to improve your service’s commitment to compliance and avoid violations, fines, duplicate claims, overpayment, and whistleblower claims. To schedule a compliance plan checkup, email [jodi@pintlerbillingservices.com](mailto:jodi@pintlerbillingservices.com) and begin a discussion to discover how we can help you in this vital area.

# EMT SPOTLIGHT: JAMES BOYCE



## JAMES BOYCE, CAPTAIN, FLIGHT PARAMEDIC

YEARS OF SERVICE : 16

CERTIFICATIONS: Flight Paramedic/  
Captain

"I started as a volunteer firefighter when I was a junior in high school. I fell in love with it! I quickly realized that in order to make a career out of this type of job in this valley you needed to be able to take care of people by way of EMS. I quickly got my EMT license and then my Paramedic. I now fly ALERT helicopter out of Kalispell as well as operate as a Captain and paramedic with Evergreen Fire Rescue. We get the opportunity to make a huge difference in someone's life. It is a huge privilege to be trusted to help someone on their darkest day and potentially give someone a second chance at life."

We have been honored to work with Captain Boyce since 2014. He is a dedicated leader and positive influence in his community. Thank you for your service James!

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



## DOCUMENTATION TIPS

What is one of the most important aspects of patient care, yet one of the least favorite chores for an EMT? If you answered, "Completing the trip report and doing the paperwork", we would agree with you! However, it is an extremely important part of the process. Here is a list of simple items that are easy to address; focusing on these few things can drastically improve your crew's documentation.

1. Ensuring you capture patient and receiving facility signatures (are they complete, with printed names and credentials if applicable?).
2. Drop-down boxes in the PCR can be a good supplement to your narrative, but only when a vividly written narrative is included. Remember, those boxes really only collect data; they do not provide all the necessary information for complete documentation.
3. Paint a picture with your narrative. Include descriptive phrases that clearly illustrate what you found when you arrived on scene, the patient's condition, and interventions or care provided, and subsequent improvement or changes in the patient's condition.
4. Mileage should be recorded with the odometer readings, and clearly present on every trip report.

## DOCUMENTATION WEBINAR

If you'd like to brush up on your documentation skills, we invite you to attend our free documentation webinar at 11:00 AM on Wednesday, April 24, 2019. You can sign up in several ways; 1) go to our website at [www.pintlerbillingservices.com](http://www.pintlerbillingservices.com), take a look around, then click on the Contact Us button to submit your information, 2) call us at 866-340-2505, 3) email [jodi@pintlerbillingservices.com](mailto:jodi@pintlerbillingservices.com) your name and email address, and ask for confirmation that you've been enrolled in the webinar.



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