11.01.2015

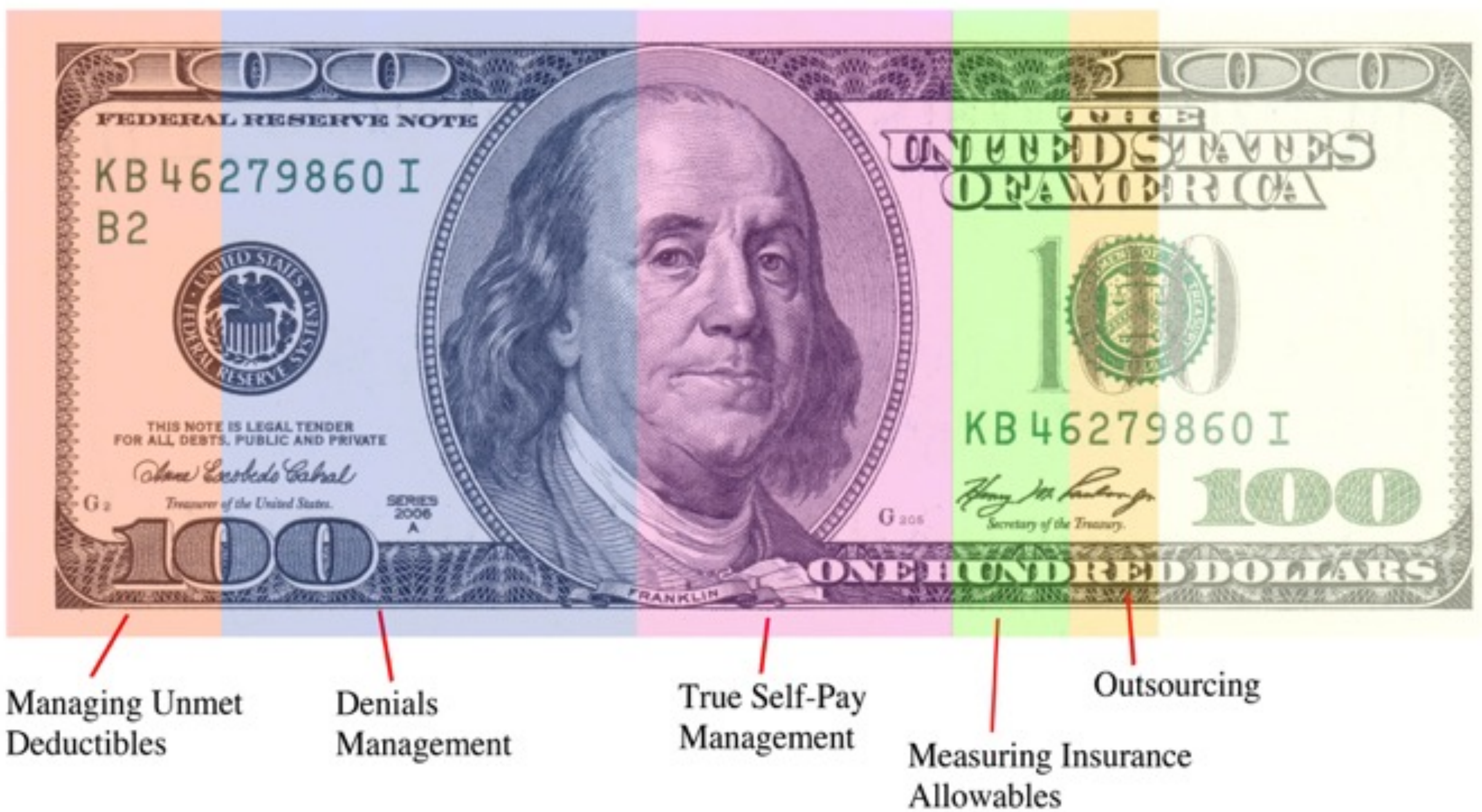
ARE YOU SETTLING?

KNOWING WHEN TO FIGHT FOR MORE

Brian Choate

Asbel Montes

Capture More Of The Available Dollar



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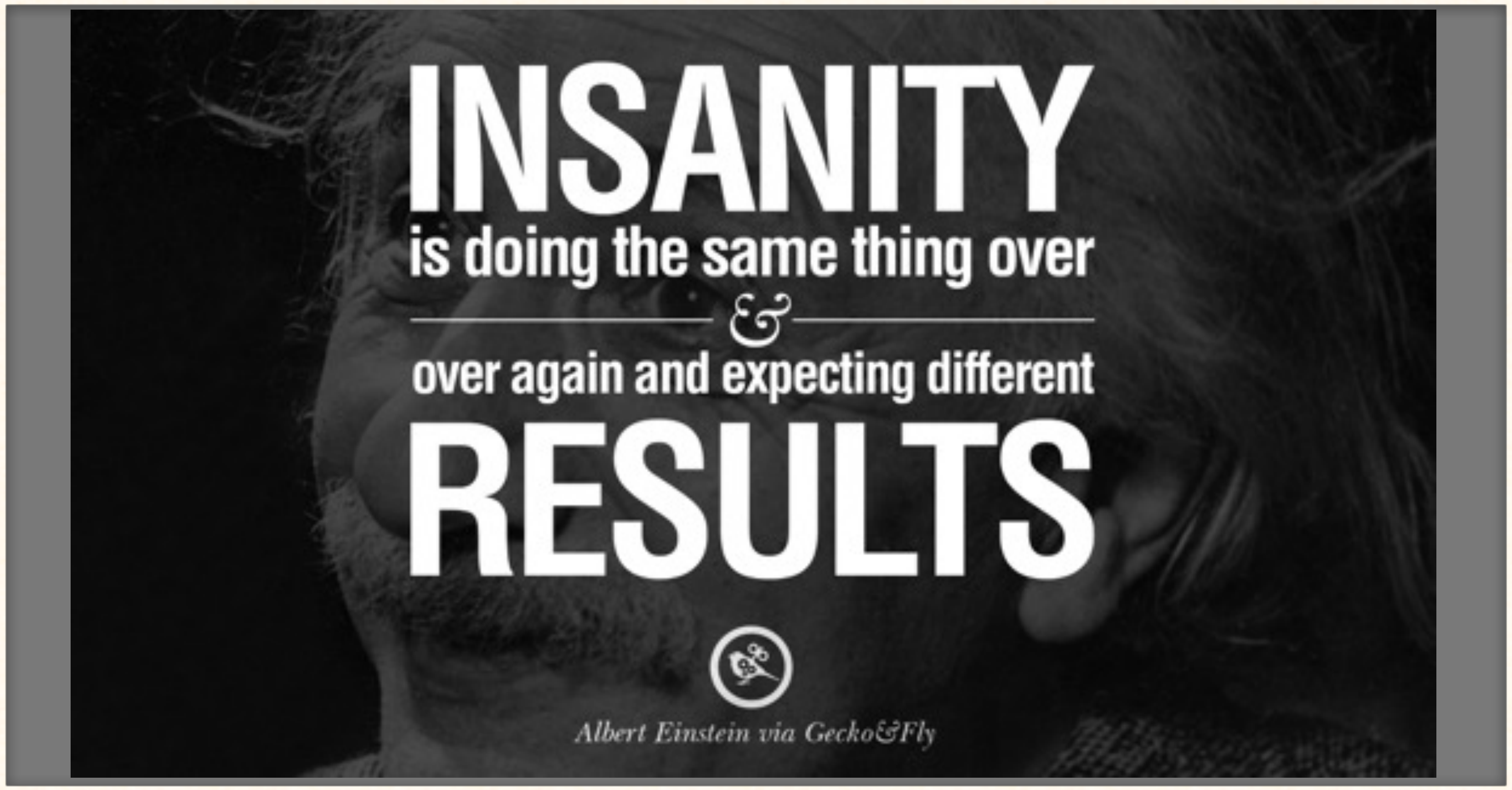

THERE’S MORE AVAILABLE

What's the difference?

GET YOUR FIGHT BACK

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1 HOLDING PAYERS ACCOUNTABLE

A PARTNERSHIP IS TWO WAYS

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“ ACCOUNTABILITY
BREEDS
RESPONSE – ABILITY ”

★★★★★

– STEVEN COVEY

HOLDING PAYERS ACCOUNTABLE

- Clean Claim Processing
- Inappropriate Denials

HOLDING PAYERS ACCOUNTABLE

- Emergency Claims Being Paid Out-of-Network
- Bill Charges vs. Allowables

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EMERGENCY CLAIMS

Set rates are a basis for an appeal

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NON-EMERGENCY CLAIMS

Look at CMS Data for basis of appeals

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Average Submitted Charges according to CMS Report

Louisiana

	ACADIAN AMBULANCE SERVICE	MED EXPRESS AMBULANCE SERVICE	CITY OF BATON ROUGE	NORTHSHORE EMS	ST LANDRY EMS	LAFOURCHE AMBULANCE DISTRICT NO. 1	CAMERON PARISH AMBULANCE DISTRICT 2	LOWER CAMERON AMBULANCE DISTRICT
Ground Mileage	$ 19.60	$ 13.96	$ 6.55	$ 15.00	$ 9.00	$ 17.99	$ 11.26	$ 17.00
ALS - Non Emergency	$ 1,210.24				$ 650.00	$ 788.16	$ 727.96	$ 450.00
ALS - Emergency	$ 1,282.66	$ 675.27	$ 740.00	$ 750.00	$ 650.00	$ 824.87	$ 801.35	$ 550.00
BLS - Non Emergency	$ 726.62			$ 750.00		$ 574.61	$ 266.43	$ 400.00
BLS - Emergency	$ 1,041.54	$ 581.62	$ 740.00	$ 750.00		$ 760.87	$ 466.07	
Rotary Wing Transport	$ 9,527.72							
ALS - Level 2	$ 1,849.43	$ 748.44				$ 858.26	$ 1,063.66	
Specialty Care Transport	$ 2,386.60					$ 1,129.00		
Rotary Wing Mileage	$ 111.41							

New Orleans

	ACADIAN AMBULANCE SERVICE OF NEW ORLEANS	A MMED AMBULANCE	CARE AMBULANCE SERVICE	CITY OF GRETNA	CITY OF NEW ORLEANS	CITY OF WESTWEGO	ST TAMMANY FIRE DISTRICT 3	ST. TAMMANY PARISH FIRE PROTECTION DISTRICT 4
Ground Mileage	$ 13.72	$ 19.47	$ 15.01	$ 20.00	$ 20.52	$ 19.98	$ 19.42	$ 20.00
ALS - Non Emergency	$ 704.45	$ 1,246.02	$ 870.36					
ALS - Emergency	$ 843.78	$ 1,301.64	$ 883.98	$ 1,000.00	$ 1,195.34	$ 1,000.00	$ 521.45	$ 800.75
BLS - Non Emergency	$ 628.27	$ 689.77	$ 432.17		$ 328.06		$ 301.65	
BLS - Emergency	$ 718.31	$ 1,041.64	$ 454.55	$ 773.00	$ 695.39	$ 630.00	$ 423.13	$ 557.03
ALS - Level 2	$ 911.50	$ 1,888.03			$ 1,669.39			$ 1,413.55
Specialty Care Transport	$ 899.27	$ 2,157.05	$ 1,195.15					

Mississippi

	AAA AMBULANCE SERVICE	LAUDERDALE COUNTY EMS DISTRICT	MOBILE MEDIC AMBULANCE SERVICE	NORTH MISSISSIPPI AMBULANCE SERVICE	MEDSTAT EMS	MISS-LOU AMBULANCE SERVICE	PAFFORD MEDICAL SERVICES OF MS	TRANSCARE TRANSPORTATION
Ground Mileage	$ 14.00	$ 15.00	$ 16.42	$ 21.58	$ 14.00	$ 10.00	$ 14.00	$ 12.00
ALS - Non Emergency	$ 487.98	$ 497.80	$ 968.09	$ 623.72	$ 515.00	$ 650.00	$ 721.52	$ 400.00
ALS - Emergency	$ 771.82	$ 783.62	$ 1,153.13	$ 792.31	$ 625.00	$ 650.00	$ 716.13	$ 600.00
BLS - Non Emergency	$ 406.00	$ 380.77	$ 906.23	$ 432.07	$ 454.83	$ 649.89	$ 627.59	$ 299.96
BLS - Emergency	$ 649.02	$ 603.58	$ 954.35	$ 700.45	$ 495.00	$ 650.00	$ 627.57	$ 500.00
Rotary Wing Transport					$ 9,200.00			
ALS - Level 2	$ 1,144.29	$ 1,125.47	$ 1,604.62	$ 1,082.17	$ 875.00	$ 750.00	$ 826.92	$ 700.00
Specialty Care Transport	$ 1,319.00		$ 1,617.26	$ 1,000.61	$ 1,050.00	$ 750.00	$ 825.26	
Rotary Wing Mileage					$ 75.00			

Enough is Enough.

WHERE YOU SHOULD START

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Payer Allowed/Paid Amounts by Procedure Codes

DOS 7/1/2013-current as of 10/28/2013

Insurance	Proc Code	Data Count of Invoice	Average of Billed Amt	Average of Allowed Amt	Average of % Allowed	Average of Paid Amt	Average of % Paid/Billed
United Health Care - Atlanta Ga	A0427-ALS E1	16	$988.75	$988.75	100%	$544.87	55%
	A0429-BLS E	1	$711.00	$711.00	100%	$639.90	90%
	A0428-BLS NE	1	$626.00	$626.00	100%	$626.00	100%
	A0425-Mileage	18	$274.56	$274.56	100%	$216.46	63%
	93005-EKG 12 Lead	7	$140.00	$92.86	66%	$84.86	61%
	93041-EKG Monitor	7	$140.00	$112.29	80%	$87.14	62%
	A0422-O2 Mask	7	$136.00	$115.57	85%	$66.06	49%
	A0398-Disposables	19	$126.89	$115.89	89%	$74.62	49%
	A0394-IV Set Up	10	$87.40	$86.60	99%	$49.43	60%
	A0382-Disposables	2	$74.00	$74.00	100%	$70.30	95%
	J2405-Ondansetron	1	$41.00	$41.00	100%	$36.90	90%
	J3010-Fentanyl	1	$41.00	$41.00	100%	$36.90	90%
Cigna Ppo - Chat, Tn	A0427-ALS E1	13	$990.38	$990.38	100%	$860.87	87%
	A0429-BLS E	1	$925.00	$925.00	100%	$740.00	80%
	A0428-BLS NE	1	$626.00	$606.00	97%	$606.00	97%
	E0601-CPAP	1	$227.00	$0.00	0%	$0.00	0%
	A0425-Mileage	15	$157.17	$157.17	100%	$148.45	91%
	93005-EKG 12 Lead	6	$140.00	$7.50	5%	$7.50	5%
	93041-EKG Monitor	5	$140.00	$0.00	0%	$0.00	0%
	A0422-O2 Mask	5	$136.00	$53.00	39%	$53.00	39%
	A0398-Disposables	14	$125.71	$50.07	36%	$44.56	31%
	A0382-Disposables	2	$74.00	$0.00	0%	$0.00	0%
	A0394-IV Set Up	6	$74.00	$11.67	16%	$11.67	16%
United Health Care -- Salt Lake City	A0426-ALS NE	1	$1,010.00	$1,010.00	100%	$909.00	90%
	A0427-ALS E1	8	$978.13	$978.13	100%	$753.00	78%
	A0425-Mileage	9	$327.89	$327.89	100%	$290.32	79%
	E0601-CPAP	1	$227.00	$0.00	0%	$0.00	0%
	93041-EKG Monitor	4	$140.00	$47.50	34%	$43.75	31%
	93005-EKG 12 Lead	3	$140.00	$93.33	67%	$88.67	63%
	A0422-O2 Mask	5	$136.00	$80.20	59%	$42.26	31%
	A0398-Disposables	12	$108.08	$71.75	73%	$55.15	57%
	A0394-IV Set Up	9	$85.67	$69.22	78%	$53.08	59%

ENFORCEMENT COMES FROM THE PROVIDER

INSTANT GRATIFICATION IS NOT AN OPTION…

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2 EFFECTIVE DENIALS MANAGEMENT

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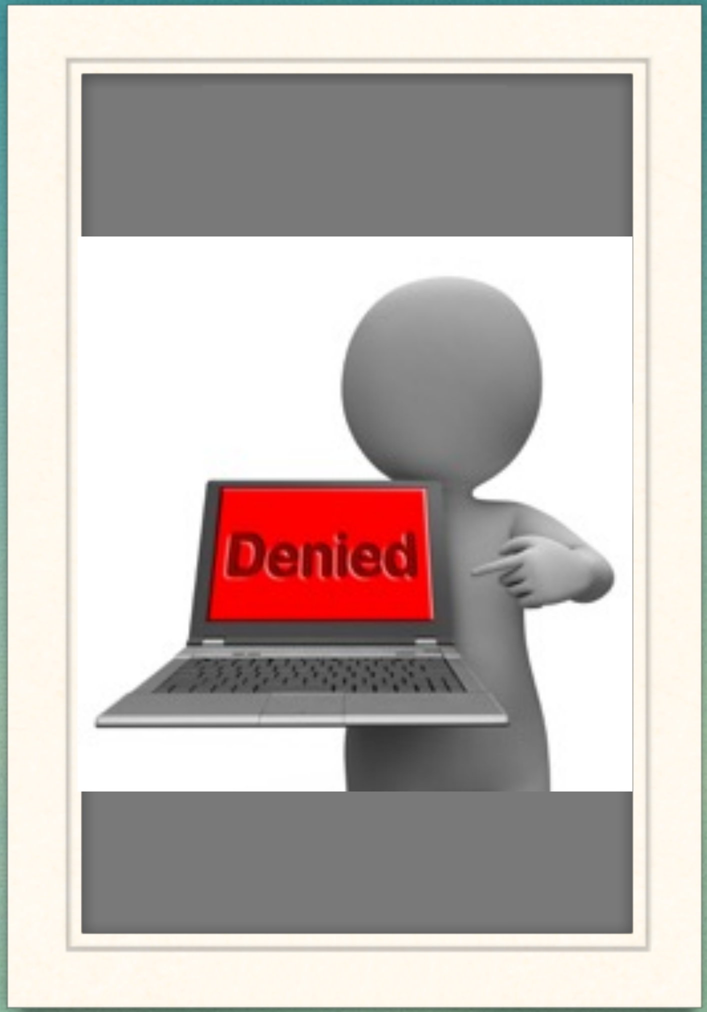
DENIALS MANAGEMENT

- Associating a dollar value to DSO on Clean Claim VS Non-Clean Claim
- Goal: Reduce Admin Hours



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BENCHMARKING IS ONLY THE STARTING PLACE

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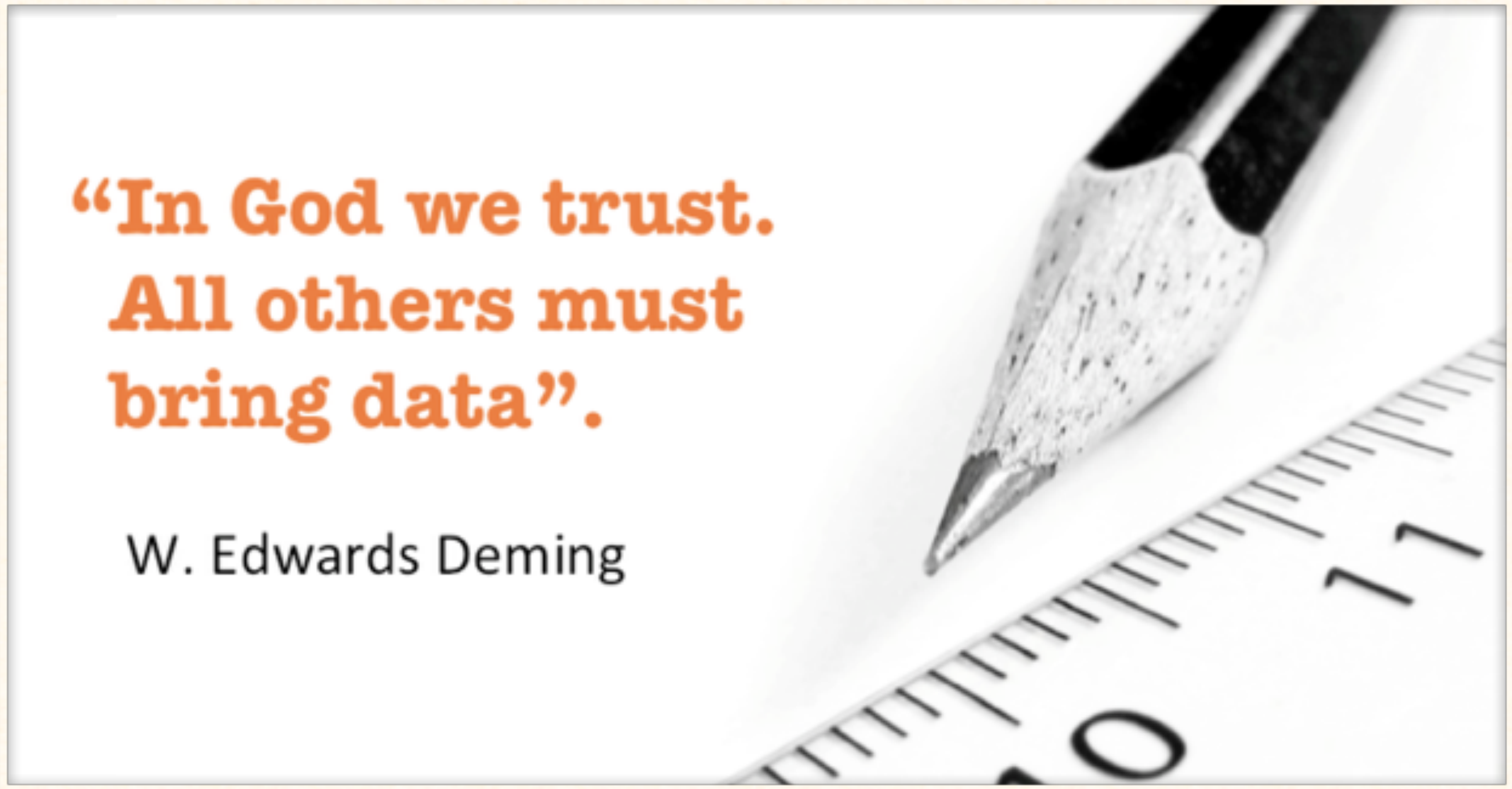

DRILL INTO YOUR DATA

LET'S TAKE A 10-MIN. BREAK

For more tips, visit *reimbursement answers .com*

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Strategic Ideas. Proven Results.

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3 IMPROVED SELF-PAY STRATEGIES

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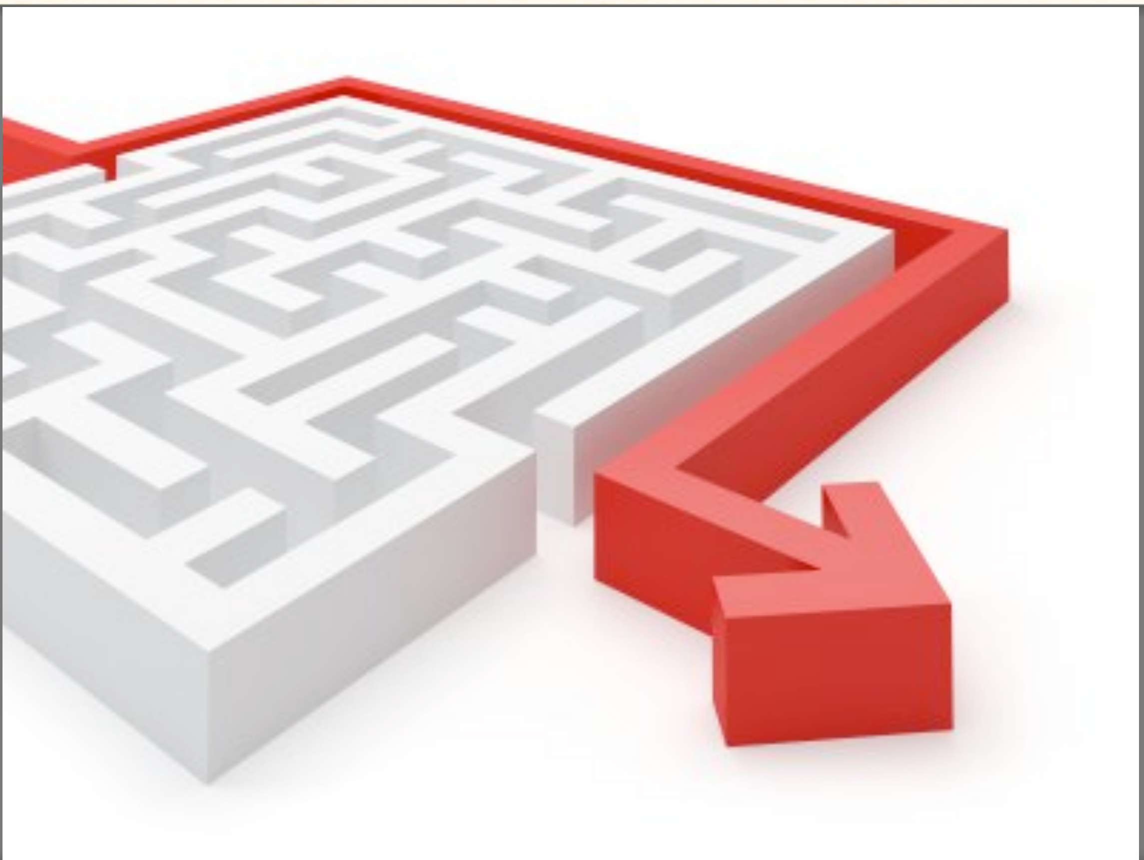

BALANCE-BILLING:
THE PATH OF LEAST RESISTANCE

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IS SELF-PAY ON THE RISE?

Emergency Total

	# of Self Pay Invoices	Sum of Charges	Sum of SP Pmts	% SP Pmts	Sum of CA/EO Pmts	% CA/EO Pmts	TOTAL SP Pmts	TOTAL % of SP Pmts	# of Total Invoices	% of Self Pay Invoices
LA	**164,717**	**$ 237,535,489.04**	**$ 3,898,667.57**	**1.6%**	**$ 4,010,939.30**	**1.7%**	**$ 7,909,606.87**	**3.3%**		
2009	25,267	$ 29,749,549.11	$ 605,058.83	2.0%	$ 713,737.68	2.4%	$ 1,318,796.51	4.4%	182,998	13.8%
2010	25,535	$ 32,546,803.79	$ 723,511.10	2.2%	$ 760,718.31	2.3%	$ 1,484,229.41	4.6%	190,193	13.4%
2011	25,943	$ 36,948,052.04	$ 637,502.09	1.7%	$ 881,186.05	2.4%	$ 1,518,688.14	4.1%	200,036	13.0%
2012	27,419	$ 40,779,682.77	$ 668,536.61	1.6%	$ 778,635.39	1.9%	$ 1,447,172.00	3.5%	211,337	13.0%
2013	28,247	$ 43,815,702.10	$ 649,456.44	1.5%	$ 559,248.52	1.3%	$ 1,208,704.96	2.8%	211,576	13.4%
2014	32,306	$ 53,695,699.23	$ 614,602.50	1.1%	$ 317,413.35	0.6%	$ 932,015.85	1.7%	223,913	14.4%
TX	**49,600**	**$ 73,650,301.83**	**$ 1,032,679.01**	**1.4%**	**$ 978,195.51**	**1.3%**	**$ 2,010,874.52**	**2.7%**		
2009	4,744	$ 5,894,837.06	$ 87,722.44	1.5%	$ 101,669.00	1.7%	$ 189,391.44	3.2%	25,444	18.6%
2010	7,375	$ 9,957,580.06	$ 164,175.45	1.6%	$ 139,122.62	1.4%	$ 303,298.07	3.0%	40,940	18.0%
2011	8,399	$ 12,047,883.58	$ 180,243.61	1.5%	$ 212,553.20	1.8%	$ 392,796.81	3.3%	50,429	16.7%
2012	8,846	$ 13,491,817.51	$ 199,789.36	1.5%	$ 222,250.00	1.6%	$ 422,039.36	3.1%	62,048	14.3%
2013	9,216	$ 14,523,896.36	$ 201,029.87	1.4%	$ 180,199.96	1.2%	$ 381,229.83	2.6%	68,142	13.5%
2014	11,020	$ 17,734,287.26	$ 199,718.28	1.1%	$ 122,400.73	0.7%	$ 322,119.01	1.8%	78,186	14.1%
MS	**12,401**	**$ 16,262,558.98**	**$ 206,120.75**	**1.3%**	**$ 192,348.74**	**1.2%**	**$ 398,469.49**	**2.5%**		
2009	1,849	$ 2,098,086.38	$ 19,423.42	0.9%	$ 37,091.00	1.8%	$ 56,514.42	2.7%	9,136	20.2%
2010	1,989	$ 2,491,660.52	$ 28,504.84	1.1%	$ 34,176.27	1.4%	$ 62,681.11	2.5%	10,040	19.8%
2011	1,926	$ 2,517,276.26	$ 56,422.09	2.2%	$ 41,073.99	1.6%	$ 97,496.08	3.9%	10,024	19.2%
2012	1,957	$ 2,658,353.75	$ 31,599.91	1.2%	$ 28,127.24	1.1%	$ 59,727.15	2.2%	10,373	18.9%
2013	2,395	$ 3,280,315.62	$ 38,257.63	1.2%	$ 31,615.58	1.0%	$ 69,873.21	2.1%	10,771	22.2%
2014	2,285	$ 3,216,866.45	$ 31,912.86	1.0%	$ 20,264.66	0.6%	$ 52,177.52	1.6%	11,001	20.8%
Grand Total	**226,718**	**$ 327,448,349.85**	**$ 5,137,467.33**	**1.6%**	**$ 5,181,483.55**	**1.6%**	**$ 10,318,950.88**	**3.2%**	**1,606,587**	**14.1%**

CONTROL SELF-PAY SO IT DOESN'T CONTROL YOU

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ADVANCED SELF-PAY STRATEGIES

- Not every bill is the same.
- Targeted membership programs
- Early-out Vendors

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ADVANCED SELF-PAY STRATEGIES

- First Placement Collections - Score Card
- Partner with agencies already in your hospital and local utility companies

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ADVANCED SELF-PAY STRATEGIES

- Upfront Demographic Scrubbing
- Retro-Active Scrubbing
- Deductible Management

ADVANCED SELF-PAY STRATEGIES

- Screening Non-Emergency Calls
- Insurance Paying The Patient

SO… WHAT NOW?

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11.01.2015

ARE YOU SETTLING?

KNOWING WHEN TO FIGHT FOR MORE

Brian Choate

★★★★★

Asbel Montes