2017 Regional Workshop Agenda

1. Welcome & Introduction

2. Finances of an Ambulance Service
   This workshop is intended to give patient account personnel and EMS leadership a better understanding of the important role that their function serves within an EMS agency. To survive, an EMS agency needs to make sure that all individuals understand how their individual efforts impact the organization’s ability to care for the patients that they serve. In order for any EMS leader to be effective, they must possess an understanding of the basic financial principals of an ambulance service and the important role cash management plays in the day-to-day operations. We will cover the financial metrics and reporting obligations commonly found in an ambulance service. This session is intended to provide attendees with a foundation for what they will learn over the course of the workshop.

   a. Expenses, Income, Assets & Liabilities
      i. Financial Reporting
      ii. KPIs, metrics, common vocabulary

    1. Assets, Liabilities, Income, and Expenses

   b. Cash Management’s Role in the Company’s Operation & Sustainability
      i. Credit Lines
      ii. Present Value
      iii. Cost of Money
      iv. Sale of Bad Debt (Pros & Cons)

3. Account Receivable Management
   Often Patient Accounts leaders and staff have negative feelings or are placed in a defensive or adversarial position by the financial manager or owner of the organization. This occurs because of a failure of the both Financial and Patient Accounts Manager to understand the pressures of each department’s respective goals. In this session, we will take the financial foundation presented in the prior session and tie it to the activities and performance of the Patient Accounts Department. Creating a meaningful understanding of the inter-relatedness of each discipline and the important role and impact they have on each other can help improve and drive performance. Knowing the pinch-points for each responsibility can provide an opportunity for delivering information to other department leaders in a meaningful and more productive manner.

   a. Patient Accounts Role in the Financial Strategy of an Ambulance Service
i. Partnering with the Finance Department for Cash Management

ii. Importance of Closing the Billing Month

iii. Performance Metrics
   1. Getting Your Data
   2. What to Measure
   3. How Many Key Performance Metrics
   4. Trending Data for Decision Making

b. Evaluating the Performance of the Department

In this session we will discuss a process of evaluating the way your patient accounts personnel work claims and assists them in understanding why their ways may not be the most effective manner with which to process claims and ultimately collect reimbursement. Often, employees will pick the past of least resistance but not understand that by doing so they greatly reduce the likelihood of collecting reimbursement for the transport. This process will provide attendees with the framework with which to go back to their operations and effect real change and results.

i. Choosing a Process
   1. Five Whys
   2. Disciplines That Impact the Bottom Line
      a. Billing Process Meeting
      b. Operational Related Impacts
      c. Communications/Dispatch Related Impact
      d. Pre-Billing
      e. Billing
      f. Post Billing/Follow-Up
      g. Collections
      h. Posting

ii. Getting the Most From Your Billing Software

In this session we will discuss how to utilize your billing software to maximize efficiency and ensure the appropriate tracking of claims from time of transport until the account is paid and closed. We will discuss how the software programs are designed to ensure that all “black holes” are discovered and closed. Lastly, this session will help ensure that the employees work claims in the manner that the company knows will maximize collections and efficiency. We will use examples
from the most commonly utilized billing software systems to ensure that we are speaking in a language that attendees can understand.

4. Pulling it All Together

Finally, we will pull it all together and give attendees several tools that they can utilize to begin their process of evaluating their Account Receivable Management process. Attendees will have an opportunity throughout the workshop program to ask practical questions to ensure that they feel comfortable with the material when they head back to their service.

5. Closing

Attendees will leave the program with tools from each session that they can utilize in their organization immediately. This program is intended for all ambulance provider types and sizes. The fundamentals of financial and accounts receivable management are critical in the survival of every healthcare provider. This Workshop is a must-attend event for all ambulance service biller, supervisors, and managers or individuals who are interested in a career in EMS. This is the program that assists leaders in the planning and execution that will separate them from their competitors.