



## Ambulance Transport Billing Update

# KCFD

# Transport Collections

Fiscal Year	Billable Incidents	Gross Charges	Adjustments	Net Charges	Collections	Write Off Amt
2019	74,097	\$64,949,597.00	\$35,260,599.93	\$29,688,997.07	\$21,679,081.35	\$5,390,306.50
2020	74,376	\$65,008,743.00	\$31,943,080.25	\$33,065,662.75	\$21,780,563.75	\$2,259,792.48
2021	72,242	\$74,648,383.00	\$28,286,430.27	\$46,361,952.73	\$22,633,572.64	\$1,630,088.30
2022	55,839	\$63,495,988.00	\$19,483,497.75	\$44,012,490.25	\$14,050,056.96	\$100,613.65

Calendar Year Ending	Collections
12/31/2017	\$19,507,984.00
12/31/2018	\$20,403,838.00
12/31/2019	\$21,542,095.00
12/31/2020	\$20,348,166.00
12/31/2021	\$24,008,141.00

Through  
3rd Qtr



# Payor Mix and Transport Types

Fiscal Year	Medicare	Medicaid	Insurance	Self Pay	Auto	Workers Comp	Health Facilities		BLS-NE	BLS-E	ALS-NE	ALS-E	TNT	Other
2019	34.36%	22.94%	14.38%	24.32%	0.58%	0.37%	3.05%		15.11%	32.43%	1.59%	49.74%	1.59%	0.16%
2020	32.58%	24.14%	15.28%	24.39%	0.54%	0.38%	2.68%		14.53%	34.61%	1.24%	48.62%	1.53%	0.11%
2021	30.99%	26.17%	16.59%	23.21%	0.40%	0.26%	2.38%		15.08%	36.19%	1.19%	46.43%	1.36%	0.07%
2022	30.72%	28.02%	16.91%	21.72%	0.39%	0.29%	1.96%		12.43%	38.88%	0.76%	46.75%	1.46%	0.10%

## **Comprehensive Review of Billing Operation**

- Process Mapping to identify opportunities for improvement
- Members of KCFD, Finance and DataKC participated
- Several recommendations identified
  - Explore new billing software
  - Initiate online payment system
  - Establish communication and review between Billing and QA/QI groups
  - Work with ePCR vendor to improve patient care reports for responders
  - Re-organize staff and duties
  - Establish workforce advancement model (WAM)
  - Join American Ambulance Association to ensure best practices

## *Accomplishments Over the last Year*

- Stopped approving unnegotiated settlements with law firms
- Established mechanism to receive payment online
- Curtailed procedures for write-offs and adjustments
- Billing staff-maintained operations through out the pandemic with no substantial loss in revenue
- Received notice from Medicaid that KCFD is no longer on “Prepayment Review” for coding
- Ground Emergency Medical Transport (GEMT) Net Reimbursement  
\$17,608,755.23

- Initiate RFP for billing software provider
- Re-organize staff using medical billing best practices
- Establish a Workforce Advancement Model (WAM)
- Ensure secure transmittal of Documents for HIPAA compliance
- Review Medicaid “Prepayment Review” reporting
- Comply with Medicare Targeted Probe and Educate (TPE) audit
- GEMT Submitted Net Reimbursement \$8.2M