

Ambulance Billing Services Overview 2006/07

Year One Highlights:

- Completed RIF process resulting in all affected ambulance billing employees being transferred to existing vacancies within the County. Remaining staff is .75 FTE Administrative Technician.
- Transferred existing ambulance billing accounts to Wittman from previous nine-month service period
- Provided online access for contractor to county's Amazon billing database
- Applied for and received a National Provider Number (NPI) for ambulance billing
- Received monthly summary financial reports from Wittman
- Obtained online access for County to Wittman's billing database for the purpose of quality assurance audits. County audits 100% of billings.
- Implemented direct deposit and tracking of payments to County's bank account by Wittman
- Transferred processing of refunds to payers for duplicate payments to Wittman
- Received prompt response by contractor to all inquiries or requests for information by County
- Completed financial reconciliation of deposits received thru June 2007

Financial Overview:

- FY 06/07 Ambulance Billing budget was \$518K, actual expenditures were \$483K. Wittman's payments were \$280K.
- FY 07/08 Ambulance Billing budget is \$384K. Wittman's contract is budgeted at \$300K for FY 07/08.
- Total Ambulance service fees collected for FY 06/07 were \$6,926,000 as compared to \$6,047,606 in FY 05/06. Wittman was responsible for \$5,902,000 of the FY 06/07 amount.
- Total Ambulance Service fees budgeted for FY 07/08 equal \$6,314,066 (will be revised in addenda).

Wittman Enterprise's contract deliverables and performance:

Item	Description	Status
1	Retrieve patient care reports and other billing related forms directly from field providers within 48 hours of date of service	Per mutual agreement, PCRs are currently batched by EMS Agency staff and mailed to contractor three times weekly
2	Verify and enter data into contractor's billing system within 48 hours of receipt	Improvement needed – we have requested Wittman to reduce initial data entry time
3	Calculate applicable charges according to current ambulance rate schedule(s)	Contractor has demonstrated satisfactory performance
4	Research addresses, guarantors, payment sources and charges	Improvement needed – we have requested Wittman to promptly bill auto insurance prior to billing medical carriers
5	Set up accounts and submit bills via paper or electronic media as appropriate	Contractor has demonstrated satisfactory performance
6	Trace, follow up and resubmit returned mail or unpaid claims	Contractor has demonstrated satisfactory performance
7	Accurately post all payments and adjustments to patient accounts upon receipt of payment*	Contractor has demonstrated satisfactory performance
8	Maintain access to legal counsel	Contractor has legal counsel available
9	Maintain and preserve all books, records, data and other related documentation	Contractor has demonstrated satisfactory performance
10	Provide standard reports and ad hoc reports as may be request by County within reasonable timeframes	Contractor has demonstrated satisfactory performance
11	Processing of refunds for overpayments from payers*	Contractor has demonstrated satisfactory performance
12	Maintain government payer compliance and perform rate/reimbursement analysis when requested by County	Contractor has demonstrated satisfactory performance
13	Meet customer service needs of the patients and clients	Improvement needed –received some feedback from clients regarding dissatisfaction with lack of prompt response after leaving a phone message for contractor. Resolved as of 7/07.
14	Comply with Local, State and Federal laws	Contractor has demonstrated satisfactory performance
15	Provide training to County and ambulance provider staff when requested	Contractor has demonstrated satisfactory performance
16	Comply with all prevailing HIPAA laws and regulations	Contractor has demonstrated exceptional performance

* Scope of work requirement modified from original contract by Amendment I