

CASE STUDY

How Golder Ranch Fire District Improved Revenue Cycle Efficiency and Team Productivity



THE OPPORTUNITY

Golder Ranch Fire District (GRFD) decided that an independent audit of their claims billing processes would be helpful for understanding how the team was performing against benchmarks and industry standards. The billing team was using RescueNet® Billing from ZOLL® Data Systems and wanted to ensure that they were maximizing the available automation capabilities to optimize financial performance. GRFD hired ZOLL AR Consulting Services to audit and assess their billing and collection processes, with the goal of increasing revenue collection, workflow efficiency, and team productivity.

THE SOLUTION

The ZOLL Data Systems AR Consulting Services team reviewed agency billing processes and pinpointed opportunities to improve performance. The consultants installed, ran, and analyzed reports designed specifically to assess the GRFD's accounts receivable (AR) health prior to going on-site. The next step was a three-day site visit, during which the consultants met with the billing team, observed the current process, evaluated areas for improvement, and applied immediate system configuration refinements. They automated some of recurring reports using RescueNet Reporting scripting, enabling GRFD to monitor collection performance closely and spot trends before they become issues. The consultants also provided the billing team with training and recommendations on how to streamline their workflows.

[SEE THE RESULTS >](#)

“The overall impact from the consulting service has allowed our billing department to be nimbler in the times of changing CMS requirements, reduced insurance reimbursements, and the unpredictable pressures on ambulance transports. I see immediate value, but I also think the real impact of this work will be evident as we repeat the assessments and compare to benchmarks over time.”

— THOMAS BRANDHUBER, ASSISTANT CHIEF, GOLDER RANCH FIRE DISTRICT

THE RESULTS

By the end of the three-week consulting engagement, the AR Consulting Services team had:

- Refined workflow processes and improved management of aging claims
- Implemented advanced automation and reconfigured schedules to improve productivity
- Optimized system configuration to improve role-based security, organize workflows and filters, improve claim visibility, and make billing easier
- Installed 23 new reports to track existing and newly identified key performance indicators
- These and other improvements allow the GRFD billing staff to turn more of their attention to performing higher value tasks, such as callbacks, and to complete the necessary follow-up steps to improve collection rates.

Results highlight immediate and lasting benefits of the AR Consulting Services engagement:



Increased Collections

- 5% increase in cash collections



Staff Proficiency

- 1.5-hour reduction in daily, manual billing tasks



Lasting Impact

- Projected future benefits resulting from changes implemented to increase efficiency and revenue generation

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