ZOLL® | DATA SYSTEMS

AR CONSULTING SERVICES

Let Our Experts Help Optimize Your Agency's Billing Efficiency, Productivity, and Processes

Detect and Eliminate Billing Inefficiencies To Increase Productivity and Maximize Revenue

Hard-to-detect billing process deficiencies are likely affecting your company's bottom line. A significant deviation from EMS industry key performance indicators (KPIs) can signal recurring errors or front-end process issues. Unoptimized collections and follow-up processes and self-inflicted denials — those you can avoid — can impede maximum revenue capture. Identifying the source of these problems and determining remedial action on your own can be frustrating and time consuming. The ZOLL® Data Systems AR Consulting Services team helps RescueNet® Billing, Billing Pro, and ZOLL Billing customers by observing and reviewing agency processes and prescribing action to improve performance.

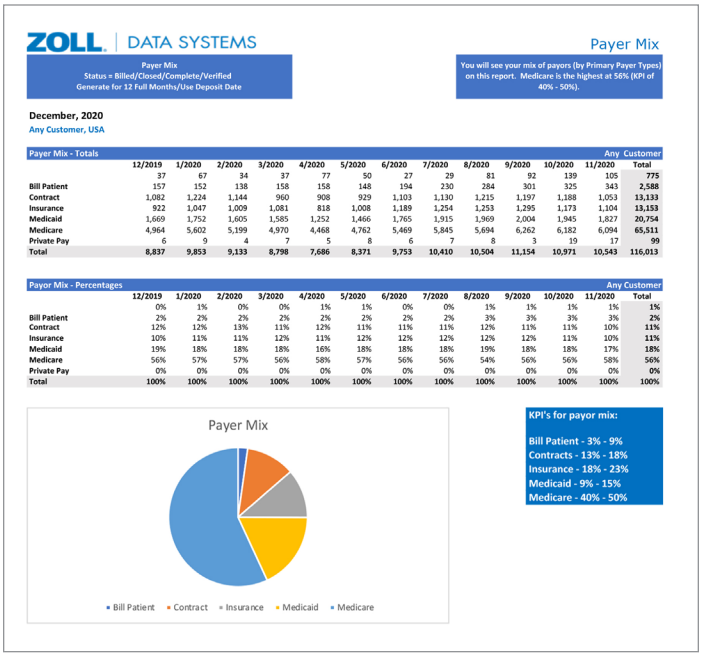
Dive Deep Into Agency Data To Determine Course Corrections

We conduct behind-the-scenes analysis of your billing practices, diving deep into your data and crunching the numbers to deliver customized reports. This add-on service for established and new customers assesses your billing efficiencies, productivity, and processes at multiple levels throughout your organization. The resulting reports detail where and why you're leaving cash on the table and detail actionable recommendations for improvement.

Pinpoint Missed Revenue Opportunities

Your ZOLL AR Consulting team will:

- Install and run numerous custom reports on your billing process to mine valuable financial data.
- Analyze your KPIs against industry benchmarks to discover out-of-range areas that are costing you money.
- Meet with you on-site to discuss results, provide data-driven feedback, and present an in-depth action plan to optimize billing automation, workflow efficiency, and claims follow up.
- Examples of reports your AR Consulting team may provide include, but are not limited to:
  - Trip Count by Call Type by Month
  - Payments by Payer Type
  - Payer Mix
  - AR Over 90 Days



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Payer Mix

Payer Mix
Status = Billed/Closed/Complete/Verified
Generate for 12 Full Months/Use Deposit Date

You will see your mix of payors (by Primary Payer Types) on this report. Medicare is the highest at 56% (KPI of 40% - 50%).

December, 2020
Any Customer, USA

Payer Mix - Totals — Any Customer

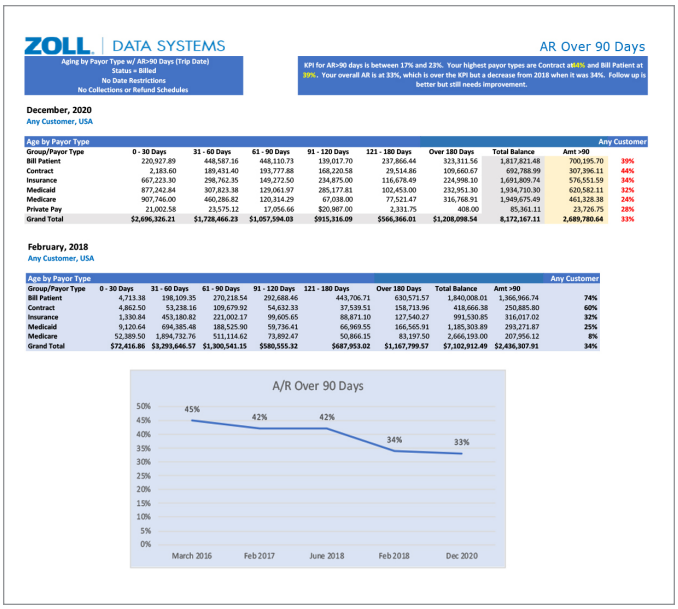
	12/2019	1/2020	2/2020	3/2020	4/2020	5/2020	6/2020	7/2020	8/2020	9/2020	10/2020	11/2020	Total
	37	67	34	37	77	50	27	29	81	92	139	105	775
Bill Patient	157	152	138	158	158	148	194	230	284	301	325	343	2,588
Contract	1,082	1,224	1,144	960	908	929	1,103	1,130	1,215	1,197	1,188	1,053	13,133
Insurance	922	1,047	1,009	1,081	818	1,008	1,189	1,254	1,253	1,295	1,173	1,104	13,153
Medicaid	1,669	1,752	1,605	1,585	1,252	1,466	1,765	1,915	1,969	2,004	1,945	1,827	20,754
Medicare	4,964	5,602	5,199	4,970	4,468	4,762	5,469	5,845	5,694	6,262	6,182	6,094	65,511
Private Pay	6	9	4	7	5	8	6	7	8	3	19	17	99
Total	8,837	9,853	9,133	8,798	7,686	8,371	9,753	10,410	10,504	11,154	10,971	10,543	116,013

Payor Mix - Percentages — Any Customer

	12/2019	1/2020	2/2020	3/2020	4/2020	5/2020	6/2020	7/2020	8/2020	9/2020	10/2020	11/2020	Total
	0%	1%	0%	0%	1%	1%	0%	0%	1%	1%	1%	1%	1%
Bill Patient	2%	2%	2%	2%	2%	2%	2%	2%	3%	3%	3%	3%	2%
Contract	12%	12%	13%	11%	12%	11%	11%	11%	12%	11%	11%	10%	11%
Insurance	10%	11%	11%	12%	11%	12%	12%	12%	12%	12%	11%	10%	11%
Medicaid	19%	18%	18%	18%	16%	18%	18%	18%	19%	18%	18%	17%	18%
Medicare	56%	57%	57%	56%	58%	57%	56%	56%	54%	56%	56%	58%	56%
Private Pay	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

KPI's for payor mix:

Bill Patient - 3% - 9%
Contracts - 13% - 18%
Insurance - 18% - 23%
Medicaid - 9% - 15%
Medicare - 40% - 50%



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AR Over 90 Days

Aging by Payor Type w/ AR>90 Days (Trip Date)
Status = Billed
No Date Restrictions
No Collections or Refund Schedules

KPI for AR>90 days is between 17% and 23%. Your highest payor types are Contract at 44% and Bill Patient at 39%. Your overall AR is at 33%, which is over the KPI but a decrease from 2018 when it was 34%. Follow up is better but still needs improvement.

December, 2020
Any Customer, USA

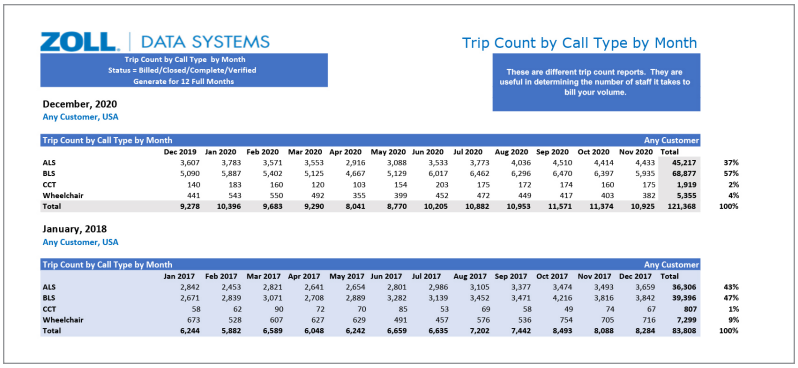
Age by Payor Type — Any Customer

Group/Payor Type	0 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 - 180 Days	Over 180 Days	Total Balance	Amt >90	
Bill Patient	220,927.89	448,587.16	448,110.73	139,017.70	237,866.44	323,311.56	1,817,821.48	700,195.70	39%
Contract	2,183.60	189,431.40	193,777.88	168,220.58	29,514.86	109,660.67	692,788.99	307,396.11	44%
Insurance	667,223.30	298,762.35	149,272.50	234,875.00	116,678.49	224,998.10	1,691,809.74	576,551.59	34%
Medicaid	877,242.84	307,823.38	129,061.97	285,177.81	102,453.00	232,951.30	1,934,710.30	620,582.11	32%
Medicare	907,746.00	460,286.82	120,314.29	67,038.00	77,521.47	316,768.91	1,949,675.49	461,328.38	24%
Private Pay	21,002.58	23,575.12	17,056.66	$20,987.00	2,331.75	408.00	85,361.11	23,726.75	28%
Grand Total	$2,696,326.21	$1,728,466.23	$1,057,594.03	$915,316.09	$566,366.01	$1,208,098.54	8,172,167.11	2,689,780.64	33%

February, 2018
Any Customer, USA

Age by Payor Type — Any Customer

Group/Payor Type	0 - 30 Days	31 - 60 Days	61 - 90 Days	91 - 120 Days	121 - 180 Days	Over 180 Days	Total Balance	Amt >90	
Bill Patient	4,713.38	198,109.35	270,218.54	292,688.46	443,706.71	630,571.57	1,840,008.01	1,366,966.74	74%
Contract	4,862.50	53,238.16	109,679.92	54,632.33	37,539.51	158,713.96	418,666.38	250,885.80	60%
Insurance	1,330.84	453,180.82	221,002.17	99,605.85	88,871.10	127,540.27	991,530.85	316,017.02	32%
Medicaid	9,120.64	694,385.48	188,525.90	59,736.41	66,969.55	166,565.91	1,185,303.89	293,271.87	25%
Medicare	52,389.50	1,894,732.76	511,114.62	73,892.47	50,866.15	83,197.50	2,666,193.00	207,956.12	8%
Grand Total	$72,416.86	$3,293,646.57	$1,300,541.15	$580,555.32	$687,953.02	$1,167,799.57	$7,102,912.49	$2,436,307.91	34%



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Trip Count by Call Type by Month

Trip Count by Call Type by Month
Status = Billed/Closed/Complete/Verified
Generate for 12 Full Months

These are different trip count reports. They are useful in determining the number of staff it takes to bill your volume.

December, 2020
Any Customer, USA

Trip Count by Call Type by Month — Any Customer

	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Jul 2020	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Total	
ALS	3,607	3,783	3,571	3,553	2,916	3,088	3,533	3,773	4,036	4,310	4,414	4,433	45,217	37%
BLS	5,090	5,887	5,402	5,125	4,667	5,129	6,017	6,462	6,296	6,470	6,397	5,935	68,877	57%
CCT	140	183	160	120	103	154	203	175	172	174	160	175	1,919	2%
Wheelchair	441	543	550	492	355	399	452	472	449	417	403	382	5,355	4%
Total	9,278	10,396	9,683	9,290	8,041	8,770	10,205	10,882	10,953	11,571	11,374	10,925	121,368	100%

January, 2018
Any Customer, USA

Trip Count by Call Type by Month — Any Customer

	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	Jun 2017	Jul 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Total	
ALS	2,842	2,453	2,821	2,641	2,654	2,801	2,986	3,105	3,377	3,474	3,493	3,659	36,306	43%
BLS	2,671	2,839	3,071	2,708	2,889	3,282	3,139	3,452	3,471	4,216	3,816	3,842	39,396	47%
CCT	58	62	90	72	70	85	53	69	58	49	74	67	807	1%
Wheelchair	673	528	607	627	629	491	457	576	536	754	705	716	7,299	9%
Total	6,244	5,882	6,589	6,048	6,242	6,659	6,635	7,202	7,442	8,493	8,088	8,284	83,808	100%

Capabilities

- Review and evaluate your agency's billing efficiencies, productivity, and processes.
- Assess and optimize administration configurations.
- Compare agency metrics to industry KPIs.
- Provide customized reports that show missed revenue opportunities and recommend corrective actions.

Benefits

- Maximize staff productivity through efficient workflows.
- Capitalize on the full capabilities of your billing solution.
- Take prescribed action to bring KPIs in line with industry standards.
- Capture more revenue by addressing process issues.

Results

"The ZOLL AR Consulting services were extremely beneficial in gauging the financial status of our company. The analysis showed where we can focus our efforts and improve our efficiency and effectiveness. The consultants are extremely knowledgeable and patient. They were able to tailor the training to our company's situation so the findings would be appropriate."

— Life Flight Network

"Overall, the visit was very helpful in identifying areas for improvement, reorganizing our systems, and highlighting best practices. DAS appreciated the visit from ZOLL AR Consulting and is working to implement these findings and recommendations.

— Dekalb Ambulance Service

"We are on day two working with ZOLL AR Consulting. The team is wicked smart, very smooth with their delivery, and great to work with."

— Golder Ranch Fire

ZOLL Data Systems AR Consulting Services Help You Get the Most Value From Your Billing Solution Investment

Making Your Billing Process Work Better for You

Using proprietary diagnostics and human observation, we examine your processes and generate a customized report you can use as a blueprint for improving your billing approach. Some of the benchmarks we target include:

Denials – We review denial reasons over a 12-month period to discover trends and high-incidence denials, identifying where process improvement opportunities exist.

Follow-up – We evaluate agency effectiveness in claims follow-up and collections. Consultants analyze reportable data points, observe your staff while on-site, and help you automate and optimize billing workflows.

AR Over 90 Days – We analyze a series of reports to assess whether AR in each class is appropriate for payers' payment patterns. If, for example, 25% or more of your AR is over 90 days, the problem may be traceable to a combination of issues, including a weak front-end process.

Payer Mix – Payer mix can significantly impact your ability to maximize revenue. We address controllable factors like ineffective front-end billing processes, which can adversely affect outcomes and create additional effort in the billing process.

Productivity – Productivity is typically higher when consistently measured. We help you establish benchmarks and track staff performance to improve cash flow, staffing efficiency, and inform professional development opportunities.

Staffing – We examine trip volume and call type to create data-driven productivity guidelines to help determine appropriate staffing for your agency.

Billing Lag – We review average days to pay a claim and measure agency effectiveness in reconciling dispatched trips, tracking and resolving problem trips, staff productivity, and overall process efficiency.

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