

WHEN THE PATIENT DOESN'T PAY

PRACTICAL STRATEGIES FOR PROTECTING EMS REVENUE

PRESENTATION OBJECTIVES:

- 
- A close-up photograph of three red darts with black barrels, all of which have hit the bullseye of a target. The target is circular with concentric rings and numbers. The background is a dark blue gradient.
- **Identify primary factors** contributing to unpaid ambulance accounts and increasing patient financial responsibility
 - **Evaluate revenue cycle strategies** that improve insurance reimbursement before patient balances become collectible accounts.
 - **Implement patient-friendly communication** and collection practices that maximize recoveries while protecting community relationships.
 - **Analyze collection performance metrics** to determine the most cost-effective approach for managing patient balances and bad debt.

EMS REVENUE CYCLE MANAGEMENT METRICS

HOW WELL ARE YOU PERFORMING?

EMS|MC

**BENCHMARK.
MEASURE.
SUCCEED.**

- 9 CRITICAL METRICS**
- DRIVE BETTER RESULTS**
- BUILT BY THE INDUSTRY**
- STRONGER AGENCIES.
STRONGER COMMUNITIES.**

DOWNLOAD YOUR FREE COPY TODAY!

**Essential Guide to
EMS
Revenue Cycle
Metrics**

Benchmark Success:
EMS Revenue Cycle Metrics
that Matter

PWW|AG

**FREE
DOWNLOAD!**

- CLEAN CLAIM RATE
- FIRST PASS RESOLUTION
- DENIAL RATE
- BAD DEBT WRITE-OFF
- SELF-PAY COLLECTION RATE
- OVERPAYMENT RATE
- PAYOR SPECIFIC BENCHMARKS
- NET COLLECTION PERCENTAGE
- DAYS TO PRIMARY PAYMENT
- DOCUMENTATION COMPLIANCE RATE

WHAT DOES THE DATA TELL US?

PWW RCM METRIC

$$\text{Bad Debt Write-Off Rate} = \left(\frac{\text{Bad Debt Write-Offs}}{\text{Total Gross Charges}} \right) \times 100$$

BAD DEBT WRITE OFF RATE

8.78%

BILL PATIENT COLLECTION PERCENTAGE

7.3%

ELIGIBILITY RESOURCES

EMS|MC

MULTIPLE TRUSTED SOURCES TO ENSURE ACCURATE ELIGIBILITY DISCOVERY AND VERIFICATION



**PATIENT CARE
REPORT**



**ELIGIBILITY
SUBSCRIPTION
SERVICES –
BOTH
DISCOVERY AND
VERIFICATIONS**



**HOSPITAL DATA
EXCHANGE**



**VARIOUS PAYER
WEBSITES**



**OUTBOUND
PHONE CALLS**

ELIGIBILITY RESOURCES

EMS|MC

KEY CONSIDERATIONS THAT STRENGTHEN ELIGIBILITY STRATEGY AND OPTIMIZE OUTCOMES



**DISCOVERY VS.
VERIFICATION**



**TIMING OF
UTILIZATION OF
ELIGIBILITY
RESOURCES –
INITIAL VS. 90 DAYS**



**MEDICAID
RETROACTIVE
COVERAGE**

EMS|MC PATIENT INVOICING

A PATIENT-FRIENDLY INVOICING EXPERIENCE DESIGNED FOR CLARITY, FLEXIBILITY, AND ACTION.



**TRANSPARENT – EASY-TO-READ
SPECIFIC**



**FLEXIBLE OPPORTUNITIES
FOR PAYMENT**



TIMING OF INVOICES



PROMPT PAY DISCOUNTS



BEYOND PAPER STATEMENTS

TIME PAYMENT REQUIRED

FEDERAL TAX ID:

You have agreed to make a payment, due every 30 days, of \$50.00 on the balance listed.

Account Details

Statement Date: 10/02/2025

Date of Service: 01/17/2025

Run Num

Please make your payment of \$50.00 within 30 days to avoid further action. You may submit your payment using any of the contact options listed in the "Need to

SIGNATURE REQUEST FORM

FEDERAL TAX ID:

Dear MICKEY M MOUSE:

On the date of service listed, ambulance services were provided to you. We must have your signature in order to submit a claim on your behalf. If you are unable to sign, a representative such as a family member, guardian or other person who arranges for your care, or handles your affairs may sign. The request for authorization to submit a claim in no way represents a guarantee of claim submission or payment by your insurer.

For your convenience, visit www.emsbilling.com/patient to provide your signature electronically.

**SIGNATURE REQUIRED IN ORDER
TO FILE AMBULANCE CLAIM**

Destination:

Account Details

Statement Date: 10/02/2025

Date of Service: 01/17/2025

Run Number: 20-109872

**NEED TO
OR MAKE**

NEED TO CONTACT US:
ONLINE: www.emsbilling.com/patient

BY MAIL: Complete the below form and return in the enclosed envelope.

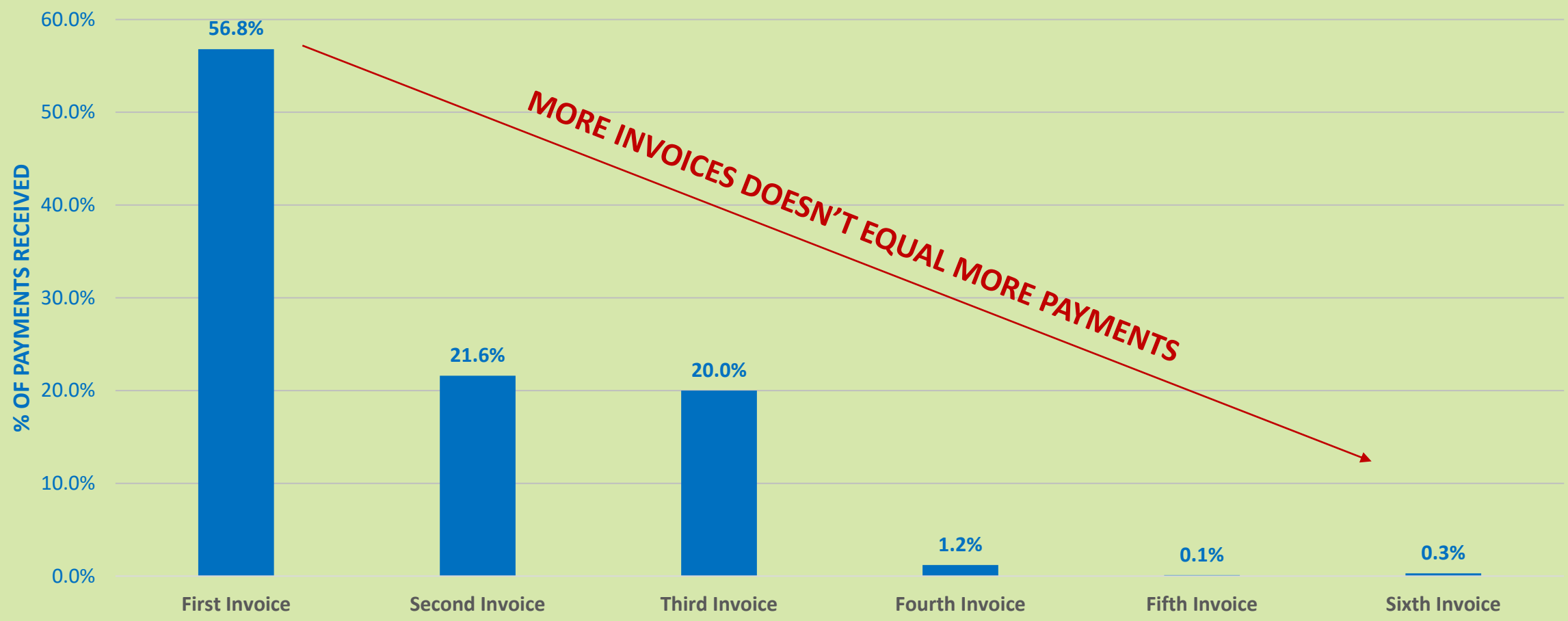
BY PHONE: Call us at 1(800) 814-5339 for questions regarding your account Monday through Friday 8 am to 6 pm EST.

Para asistencia en español, por favor llame a servicio al cliente al 1(800) 814-5339.

EMS|MC

PATIENT INVOICING

PAYMENTS RECEIVED AFTER EACH INVOICE



EMS|MC

CUSTOMER SERVICE

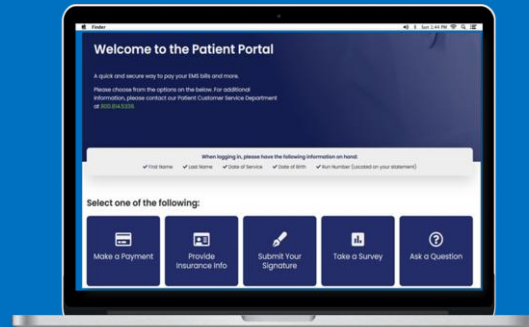
Payment Options

Alternative Payment Options

- Patient Invoice Cycle
- Online Payments
- Text Option
- Venmo/Paypal/Apple Pay

EMS|MC averages 7-10% of Customer Service Call Volume is to make a payment with an additional 4-6% utilizing the IVR function to make payment.

EMS|MC collects 23% of patient payments via online payment portal including recurring payment plans.



PATIENT PORTAL



PAYMENT OPTIONS



TEXT OPTION

BAD DEBT RESOURCES

EMS|MC

TARGETED APPROACHES TO IMPROVE RECOVERY OUTCOMES AND SUPPORT PATIENT BALANCE RESOLUTION



**SOME STATES
OFFER DEBT SETOFF
PROGRAMS / WAGE
GARNISHMENTS**

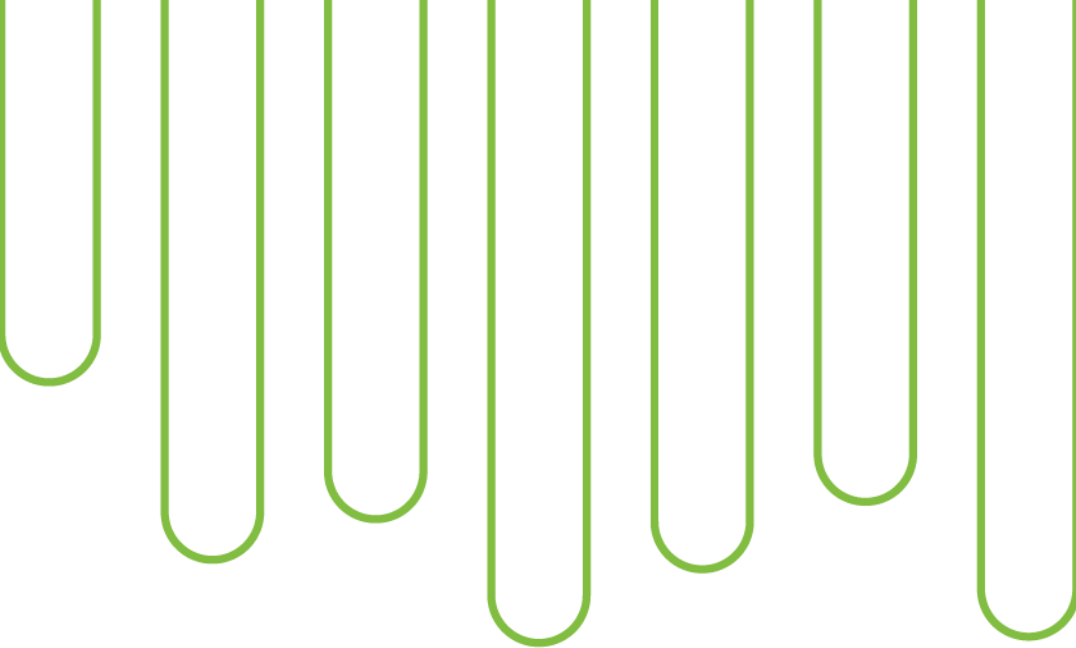


**UTILIZATION OF
THIRD-PARTY
COLLECTION
AGENCY**



**PROPENSITY TO
PAY MODEL**





THANK YOU!