



# Management Summary



# 12 Month Look-Back

## City of Deer Park

	17-Oct	17-Nov	17-Dec	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	Total/Avg.
<b>Gross Charges</b>	\$174,340.0	\$141,765.0	\$183,270.0	\$182,810.0	\$158,180.0	\$206,785.0	\$187,995.0	\$170,765.0	\$185,610.0	\$169,260.0	\$178,720.0	\$177,705.0	<b>\$2,117,205.0</b>
<b>Cash Collections</b>	\$59,569.2	\$39,660.5	\$57,568.7	\$76,714.9	\$56,456.7	\$44,172.4	\$97,352.9	\$68,618.8	\$72,685.1	\$64,395.5	\$78,245.1	\$65,376.3	<b>\$780,815.9</b>
<b>Gross Charge/Txp</b>	\$1,117.6	\$1,152.6	\$1,174.8	\$1,202.7	\$1,146.2	\$1,188.4	\$1,182.4	\$1,153.8	\$1,174.8	\$1,128.4	\$1,153.0	\$1,124.7	<b>\$1,158.8</b>
<b>Cash/Txp (CPT)</b>	\$381.9	\$322.4	\$369.0	\$504.7	\$409.1	\$253.9	\$612.3	\$463.6	\$460.0	\$429.3	\$504.8	\$413.8	<b>\$427.4</b>
<b>Collection Rate</b>	34.2%	28.0%	31.4%	42.0%	35.7%	21.4%	51.8%	40.2%	39.2%	38.0%	43.8%	36.8%	<b>36.9%</b>

## Payer Mix

	17-Oct	17-Nov	17-Dec	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	Total
<b>Medicare</b>	50.0%	59.4%	47.4%	48.7%	49.3%	37.4%	42.1%	47.3%	50.6%	49.3%	42.6%	44.3%	<b>47.0%</b>
<b>Medicaid</b>	5.1%	9.8%	12.8%	5.9%	9.4%	12.1%	10.1%	4.7%	3.8%	6.7%	11.0%	5.1%	<b>8.1%</b>
<b>Insurance</b>	18.0%	17.1%	20.5%	28.3%	23.9%	29.9%	23.9%	21.6%	26.0%	20.7%	25.8%	22.2%	<b>23.3%</b>
<b>Private Pay</b>	26.9%	13.8%	19.2%	17.1%	17.4%	20.7%	23.9%	26.4%	19.6%	23.3%	20.6%	28.5%	<b>21.6%</b>

# Level of Service Summary

## Level of Service

	17-Oct	17-Nov	17-Dec	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	Total
<b>SCT</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>
<b>ALS2</b>	3.8%	4.1%	3.8%	2.0%	3.6%	4.0%	1.9%	1.4%	1.3%	2.0%	3.2%	3.8%	<b>2.9%</b>
<b>ALS-Emergent</b>	71.8%	74.0%	78.2%	83.6%	79.7%	72.4%	83.0%	79.1%	82.3%	80.7%	73.5%	67.7%	<b>77.1%</b>
<b>BLS-Emergent</b>	24.4%	22.0%	17.9%	14.5%	16.7%	23.6%	15.1%	19.6%	16.5%	17.3%	23.2%	28.5%	<b>20.0%</b>

## Level of Service Volume

	17-Oct	17-Nov	17-Dec	18-Jan	18-Feb	18-Mar	18-Apr	18-May	18-Jun	18-Jul	18-Aug	18-Sep	Avg.
<b>SCT</b>	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>ALS2</b>	6	5	6	3	5	7	3	2	2	3	5	6	<b>53</b>
<b>ALS-Emergent</b>	112	91	122	127	110	126	132	117	130	121	114	107	<b>1,409</b>
<b>BLS-Emergent</b>	38	27	28	22	23	41	24	29	26	26	36	45	<b>365</b>
<b>Total</b>	156	123	156	152	138	174	159	148	158	150	155	158	<b>1,827</b>
<b>Transport Mileage</b>	1,329	1,009	1,411	1,490	1,141	1,606	1,369	1,376	1,591	1,275	1,222	1,259	<b>16,076</b>

# Year-Over-Year Comparison

City of Deer Park	10/01/16 to 09/30/17	10/01/17 to 09/30/18	
	FY2017	FY2018	Variance
Gross Charges	\$2,144,576.00	\$2,117,205.00	-\$27,371.00
Cash Collections	\$848,874.47	\$780,815.92	-\$68,058.55
Gross Charge/Txp	\$1,147.45	\$1,158.84	\$11.39
Cash/Txp (CPT)	\$454.19	\$427.38	-\$26.81
Collection Rate	39.58%	36.88%	-2.70%
Total Volume	1869	1827	-42
	Payer Mix		
Medicare	49.76%	47.02%	-2.74%
Medicaid	8.72%	8.05%	-0.67%
Insurance	23.54%	23.32%	-0.22%
Private Pay	17.87%	21.62%	3.75%
	Level of Service		
SCT	0.00%	0.00%	0.00%
ALS2	3.00%	2.90%	-0.10%
ALS-Emergent	74.91%	77.12%	2.21%
BLS-Emergent	22.10%	19.98%	-2.12%

Gross charges are decreasing

Volume has decreased slightly

The uninsured population has increased

# Analysis and Recommendations

An update you on your agency's collections activity: There were some negative shifts during the last year. As can be seen in the comparison on the previous page, there has been an increase in your private pay population. There has also been a decrease in commercial insurance, Medicare, and Medicaid. Level of service and payer mix shifts can negatively affect your cash per transport. Additionally, our Analytics Team has provided recommendations that could positively affect your agency's revenue.

**Private Pay Policy:** Your agency does not implement a prompt pay discount. The majority of our clients, 150+ agencies across the State of Texas, implement private pay incentive policies for delinquent private pay accounts. This is an effective method of increasing total private pay cash receipts. The discount is not advertised and would be reserved for non-resident, self-pay patients that are delinquent and specifically ask about a discount for full payment. 25% is the most common prompt pay discount. The EMS agencies that authorize private pay incentive policies experience an increase in overall private pay payments.

**Recommendation:** Allow discounts for prompt pay

**Fee Schedule:** Your agency's fee schedule has not been revisited since 2016.

**Recommendation:** Review the comparison on the next page...

# Fee Comparison

## Fee Schedule Comparison:

	Deer Park	Dickinson	Freeport	Hardin County	Peninsula	Winnie
ALS Non-Resident	\$1,000.00	\$940.50	\$1,200.00	\$1,050.00	\$1,600.00	\$1,400.00
ALS Resident	\$900.00	\$940.50	\$1,200.00	\$1,050.00	\$1,600.00	\$1,400.00
ALS-2 Non-Resident	\$1,100.00	\$990.00	\$1,400.00	\$1,250.00	\$2,000.00	\$1,600.00
ALS-2 Resident	\$1,000.00	\$990.00	\$1,400.00	\$1,250.00	\$2,000.00	\$1,600.00
BLS Non-Resident	\$900.00	\$865.70	\$1,000.00	\$900.00	\$1,500.00	\$1,000.00
BLS Resident	\$800.00	\$865.70	\$1,000.00	\$900.00	\$1,500.00	\$1,000.00
ALS Disposables	\$375.00	\$381.00	\$341.50	\$375.00	\$425.00	\$400.00
BLS Disposables	\$225.00	\$207.00	\$241.50	\$150.00	\$325.00	\$200.00
Oxygen	\$125.00	\$130.90	\$149.60	\$150.00	\$150.00	\$120.00
SCT	\$1,100.00	\$1,829.26	\$1,850.00	\$1,662.96	\$2,500.00	NA
TNT	\$100.00	\$192.50	\$400.00	\$125.00	\$250.00	\$100.00
Ground Mileage	\$15.00	\$16.50	\$21.00	\$16.00	\$24.00	\$16.00

# Licensing Guidance

The following EMT licenses expire within a year:

Name	License Number	License Type	Status	Expiry Date
BRIDGES, SHANE ROBERT	166737	Certified Emergency Medical Technician - Paramedic (EMT-P)	Current	8/31/2019
CLOUD, JAY DAVID	31462	Licensed Paramedic	Current	9/30/2019
EVANS, JACOB JOHN	62516	Licensed Paramedic	Current	8/31/2019
GONZALEZ, HENRY	719099	Certified Emergency Medical Technician - Paramedic (EMT-P)	Current	12/31/2018
HUDSON, JOSHUA RYAN	715958	Certified Emergency Medical Technician - Paramedic (EMT-P)	Current	4/30/2019
LAMBRIGHT, KEVIN WAYNE	134233	Certified Advanced Emergency Medical Technician (Adv EMT)	Current	2/28/2019
LENING, JAYTON CHARLES	724357	Certified Emergency Medical Technician - Paramedic (EMT-P)	Current	12/31/2018
WILKE, CHRISTOPHER RYAN	723302	Certified Emergency Medical Technician - Paramedic (EMT-P)	Current	10/31/2019

This crew member is using the incorrect license number:

Name	License Number	License Type	Status	Expiry Date
MINTER, WESLEY M	714002	Certified Advanced Emergency Medical Technician (Adv EMT)	Current	8/31/2021

We would like to take this opportunity to provide some general documentation guidance. There are certain elements of documentation that are crucial to the billing and reimbursement process. In addition to providing an accurate and complete narrative of the patient's condition as well as the treatment that was provided, it can be very impactful to ensure that **patient signatures, social security numbers, and hospital face sheets** are included in documentation. The agencies that consistently provide these elements experience faster reimbursement and a higher average cash per transport.

**Patient Signatures** -The most common documentation issue that can stop or delay Medicare payment is a missing patient signature. We cannot bill Medicare without a signature. The patient's signature serves several important functions. When the patient is unable to sign, a valid reason should be listed and the appropriate representative should sign for the patient.

**Social Security Numbers** -Collecting social security numbers will maximize primary and secondary insurance discovery. A social security number is also useful in the event that a skip trace is needed to acquire a patient's whereabouts. Obtaining social security numbers from all conscious and capable patients is ideal.

**Hospital Face Sheets** -Acquiring hospital face sheets can decrease our time to bill, increase our accuracy on payer information, and reduce the overall time for reimbursement. Ensuring that personnel acquire hospital face sheets will positively impact your revenue.



## Refusals/TNT's/Non-Chargeable Activity

Your agency conducted **1814 transports** in the last 12 months that resulted in charges.

During the last 12 months there were **328 treatment-no-transport (TNT)** charges.

Your agency also had **685 non-chargeable incidents** that, due to lack of transport and/or treatment, did not warrant charges.

Refusals and non-chargeable activity account for **24.23%** of your organization's EMS activity during the last 12 months.

To put this into perspective, the current average non-chargeable activity rate across all Emergicon clients is **32.08%**.

**Your organization has an excellent transport to non-transport ratio.**

# Thank You!

It is Emergicon's goal to provide service above and beyond what is expected. The Analytics Team here at Emergicon will continue to monitor your organization's financial performance and make recommendations accordingly. If you ever have any questions or need anything at all, please let us know. Thank you very much.



**Michael Iglio**

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**Feedback / Strategic Consultative Direction**

***"Think with me on business opportunities."***

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***"How can I help you improve?"***

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