Tip of the month: Signs, signs, everywhere a sign!

Signatures are required on patient care reports! Make sure you capture a patient's signature, the receiving facility signature as well as the EMS crew signature on all patient care reports.

LOOKING BACK & TO THE FUTURE

by Grant Helferich

As we turn the page on 2015, we can look back and reflect on what a year it has been. One of the biggest hurdles faced by EMS providers in 2015 was the planning, educating, training and implementing of ICD-10 coding. If EMS agencies did not budget and take the time to plan, attend education programs or provide training to their EMS staff, their budget may be severely impacted by an increasing number of denials

or post payment audits by the insurance industry.

Omni EMS billing spent over 100 hours working with their staff in all areas of the ICD-10 implementation process. They offered and continue to offer free training webinars to assist clients in equipping their staff with the tools necessary to address ICD-10 challenges.

"The insurance industry has indicated that the rollout for ICD-10 has gone smoothly for most of the large health insurance providers."

However, this may not be true for everyone. Some EMS agencies have seen an increase in denials. This may be due to poor documentation in the support of medical necessity and the medical interventions that were provided to the patient (**click here** to read more about medical necessity).

Gap Analysis

To reduce the risk of denials or audits by the insurance industry, EMS managers must do an internal assessment to determine all areas of their agency affected by the ICD-10 transition. This will help in creating an effective gap analysis. A gap analysis is a tool used to evaluate the difference in potential performance as compared to actual performance. It includes strengths, weaknesses, opportunities, and threats.
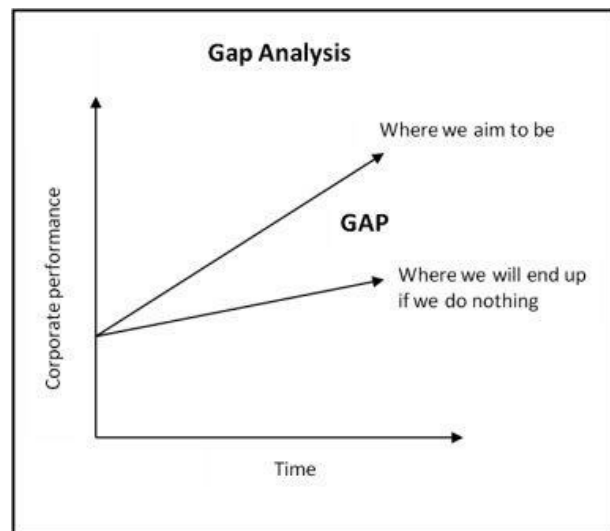
This gap analysis tool can be used to improve many aspects of your company's operations such as data collection and documentation policies; system software; healthcare information compliance; education and training needs; and quality assurance / quality improvement process.

One of the most transformative ways a gap analysis can be of use is through the analysis of your medical documentation policy process. The gap analysis of the policies and procedures for the patient care report completion should include the following key points:

- legibility

- obtaining appropriate signatures
- detailed reporting to support medical necessity and
- a full detailed assessment on each patient

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Grant Helferich

Grant is employed as EMS Advisor/Business Development Manager with Omni EMS Billing in Wichita, Kansas. He is a former member of the KEMSA Board and has also served as the treasurer and president of the KEMSA Administrator's Society. He was certied as an EMT, EMT-I, M.I.C.T. , and T.O. II. Grant has worked as an EMT, EMT-I, M.I.C.T., Field Supervisor, Flight Paramedic, Cardiovascular Specialist, Assistant Director, and Director of EMS.

Earlier This Week

Cooperative Exchange Declares ICD-10 Implementation "Non-Event"

The organization representing the healthcare clearinghouse industry has declared the much-anticipated implementation of ICD-10 a "non-event," according to a statement issued this week. The assessment was based on the Cooperative Exchange's view that "good ICD-10 planning, education, testing, and industry collaboration" resulted in a smooth **...read more**
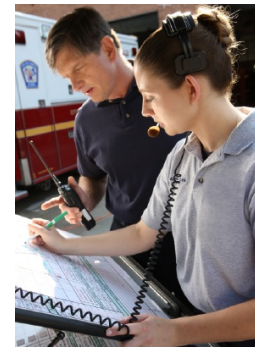
Fighting Terrorism With Tourniquets

One hundred and forty minutes. That's the amount of time between when gunmen at the Bataclan theater began rounding up survivor-hostages after their initial killing spree, and when police began their successful assault on the **... read more.**

Creating a Quality Assurance and Quality Improvement Plan

It is necessary that EMS agencies large or small have in place some form of Quality Assurance and Quality Improvement (QA/QI) programs within their agency. Whether this is a few members of the agency meeting to review policies, **...read more.**

Omni Billing Services was founded in 1993 and has steadily built a reputation across the country for vastly improving the billing revenue of EMS organizations and medical offices by providing exemplary customer service in the process.
Our mission everyday is to maximize our clients' time and revenue through the use of the latest technology, continued education, and the best customer service available.

Questions? Email us at help@omniemsbilling.com

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