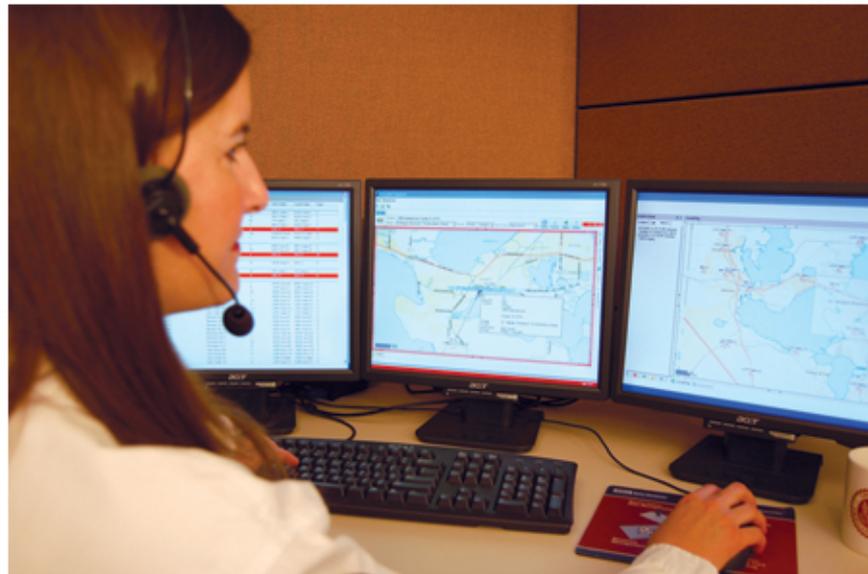


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**Improve your Billing Department Efficiency with
RescueNet Billing!**

Presented by: Stacey Bickford, Billing Product Manager

What will we be discussing today?

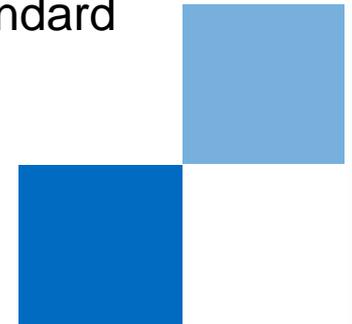
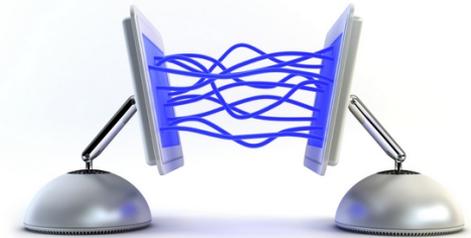
- Trip Creation and Import Options
- Trip Attachments
- Default Charges and Automatic Contractual Adjustments
- Forms Verifications and Reducing Rejections
- Schedules & Events
- Scheduled Batch Processing
- Workflow and RescueNet Billing Today (F12)
- Batch Posting
- Notes & Frequent Notes
- Reporting
- Q&A

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Trip Creation/Import Options

- Many options, whether using ZOLL ePCR or not, to import trips into RescueNet Billing
 - **ZOLL ePCR Direct Integration**
 - **NEMSIS Billing Trip Import**
 - Non-Integrated ZOLL ePCR and Billing
 - 3rd party ePCR agencies who can provide a NEMSIS Standard XML
 - **Trip Import Agent**
 - Clients using Trip Exporter from RescueNet Dispatch-Billing
 - ASCII files from 3rd party ePCR who meet the API requirements
 - **Custom Solutions Group**
 - Provides custom interfaces for needs outside of the standard



Trip Attachments

- There are numerous ways to attach documents to a trip, no matter the file type
 - Tab 8 – Trip Attachment
 - Great for PCR's, EOB's, Face sheets, etc.!!

Add Attachment

Trip # 0001-A on 05/23/2013 for SMITH, JOHN

File name: Browse...

Comments:

Same for all legs of the trip

Attach to this standing order permanently

OK Cancel

Attach File

View File

Questionnaire

Acquire Image

View Image

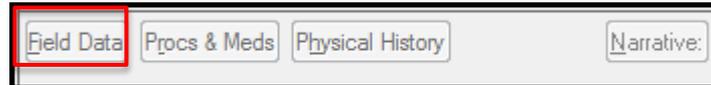
History Types

SBICKFORD [ATTACHMENT] UHC 07-05-13 EOB

Trip Attachments

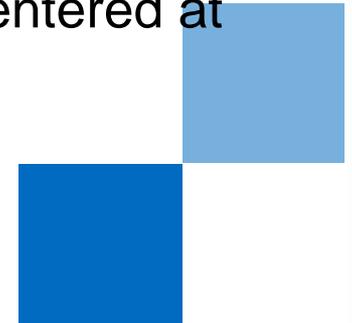
- PCR Attachments

- With direct ePCR integration, the PCR is available from Tab 2 “Field Data” button



- Trip Attachment Automation Options

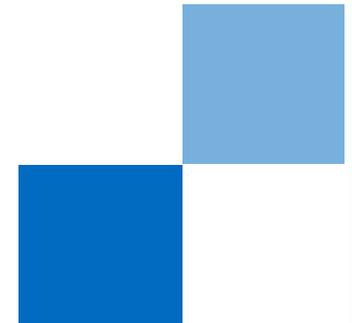
- Auto Attach
 - Application that uses file name to attach to a run
- Image Attach
 - Displays the scanned image and run number is entered at the time of scan

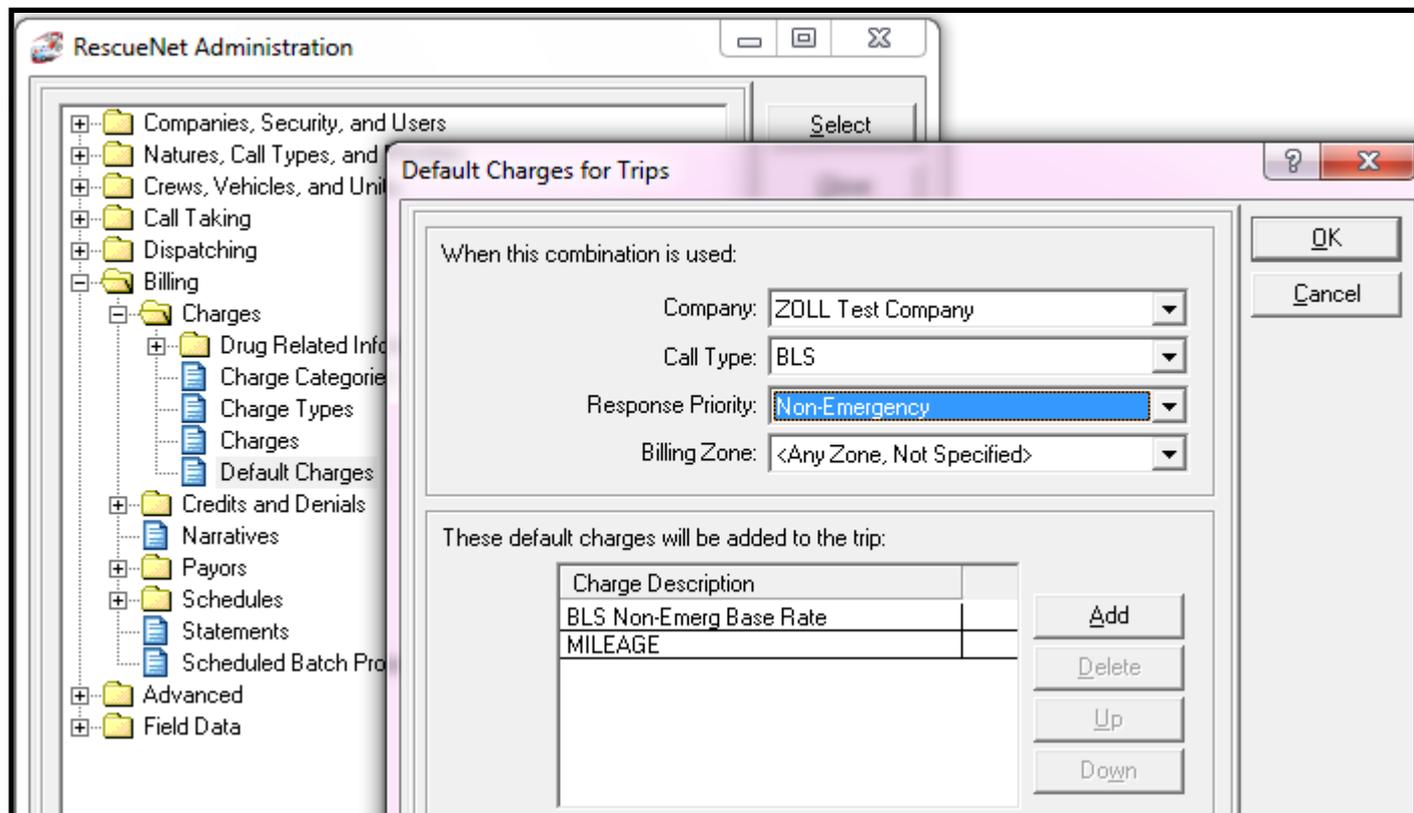


Default Charges

- RescueNet Billing has the capability of defaulting charges based on Company, Call Type, Priority and Billing Zone (zone not required)
 - Drastically reduces charge data entry

▲ #	Charge	Unit Price	▲ Qty	Price	HCPCS	Default
0001	BLS Non-Emerg Base Rate	\$500.00	1.0	\$500.00	A0428RH	Yes
0008	MILEAGE	\$10.00	2.0	\$20.00	A0425RH	Yes





Configuring Default Charges through RescueNet Administration

Default charges should be configured for ***all*** combinations of Company, Call Type, Priority and Billing Zone if used.

Mileage

- Loaded mileage should *always* reflect the fractional value
- Fractional mileage driven by the Primary payor on Tab 3
- System will use “rounding settings” in Admin for non-fractional mileage payors

Advanced
History
Company
Run
System
User

If a Medicare payment was made, add interest charges

Always set profit center to match the profit center of the original standing order trip.

Round mileage charge quantity when mileage is greater than:

Mileage charge quantity rounding for primary payors who do not support fractional mileage:



Mileage

- MILEAGE charge automatically updated in the bottom example to fractional when changed to Medicare
- This prevents Billers from having to remember which payors are fractional and reduces rejections

▲ #	Charge	Unit Price	▲ Qty	Price	HCPCS	<input type="checkbox"/> Currently in collections
0001	BLS Non-Emerg Base Rate	\$500.00	1.0	\$500.00	A0428RH	<input type="checkbox"/> Zone: <input type="text"/>
0008	MILEAGE	\$10.00	2.0	\$20.00	A0425RH	<input checked="" type="checkbox"/> Loaded mileage: 2.3
						Total mileage: 0.0

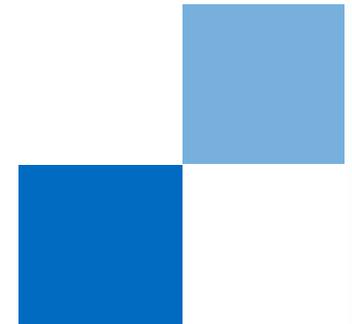
▲ #	Charge	Unit Price	▲ Qty	Price	HCPCS	<input type="checkbox"/> Currently in collections
0001	BLS Non-Emerg Base Rate	\$500.00	1.0	\$500.00	A0428RH	<input type="checkbox"/> Zone: <input type="text"/>
0010	MILEAGE	\$10.00	2.3	\$23.00	A0425RH	<input checked="" type="checkbox"/> Loaded mileage: 2.3
						Total mileage: 0.0

Loaded Mileage Automations

- ZOLL ePCR Direct Integration
 - Loaded Mileage calculated from Odometers
 - Actual captured Odometer Readings
 - Calculation performed in RNDB from this option
- NEMESIS Billing Import or Trip Import Agent
- Rescuenet Navigator
- RescueNet @Work
 - Tracks mileage and imports into Trip Notes

En Route:	05/23/2013	09:32:32		0.0
At Scene:	05/23/2013	09:32:34		1.0
Transporting:	05/23/2013	09:32:35		
At Destination:	05/23/2013	09:32:37		3.3

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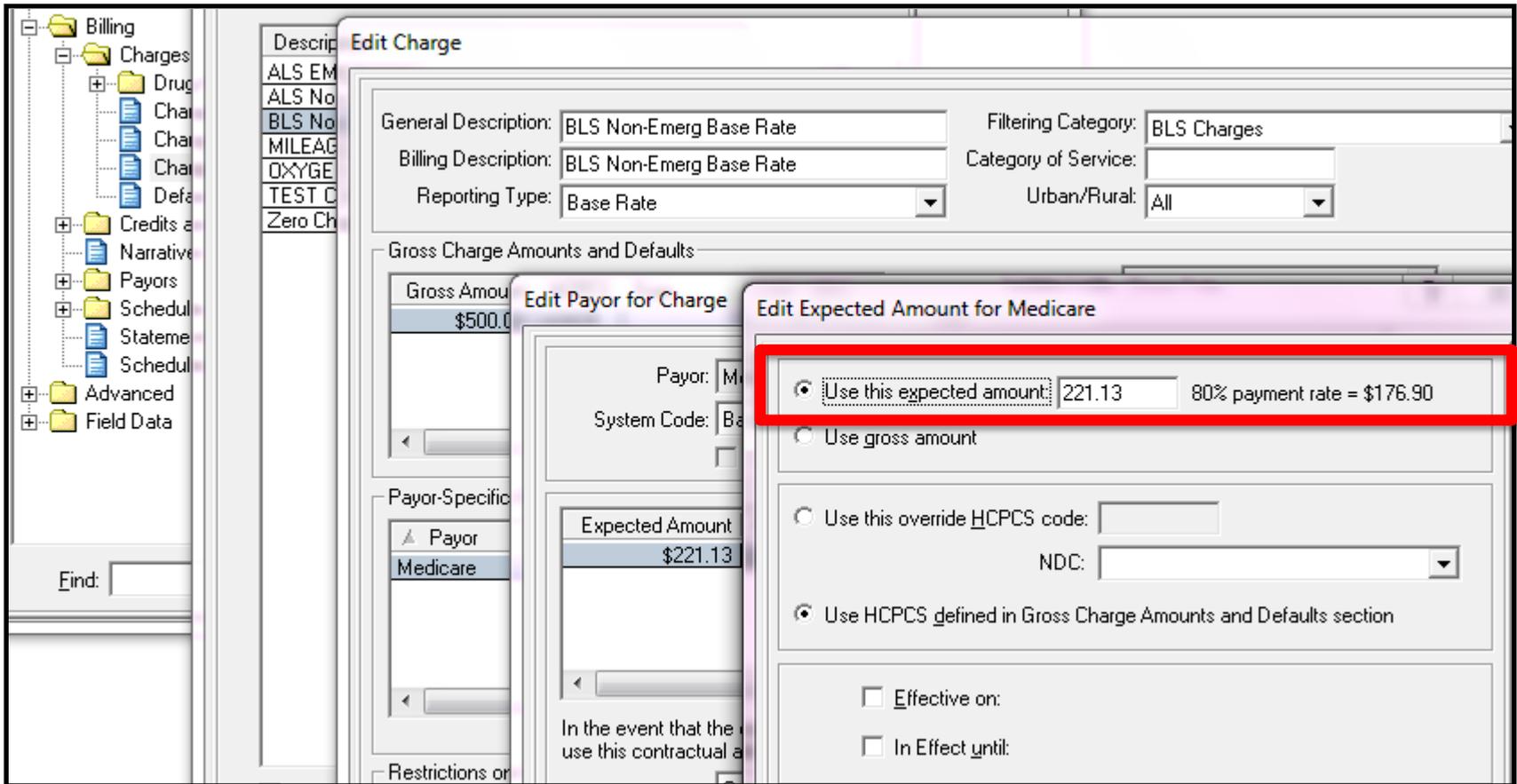


Expected Amounts/Auto Contractual Adjustments

▲ #	Charge	Unit Price	▲ Qty	Price	HCPCS	Default	Who
0001	BLS Non-Emerg Base Rate	\$500.00	1.0	\$500.00	A0428RH	Yes	System
0010	MILEAGE	\$10.00	2.3	\$23.00	A0425RH	Yes	System

▲ #	Credit	Payor	Amount	Deposit	Who	Automatic
0005	Contractual Allow-	Medicare	\$278.87	05/23/2013	System	Yes - 1
0006	Contractual Allow-	Medicare	\$6.69	05/23/2013	System	Yes - 10

- Auto Contractual Adjustments can be configured to accurately predict how much *actual* reimbursement is expected from the payor
- Used when agency has negotiated rates with payors or facilities if meets business needs



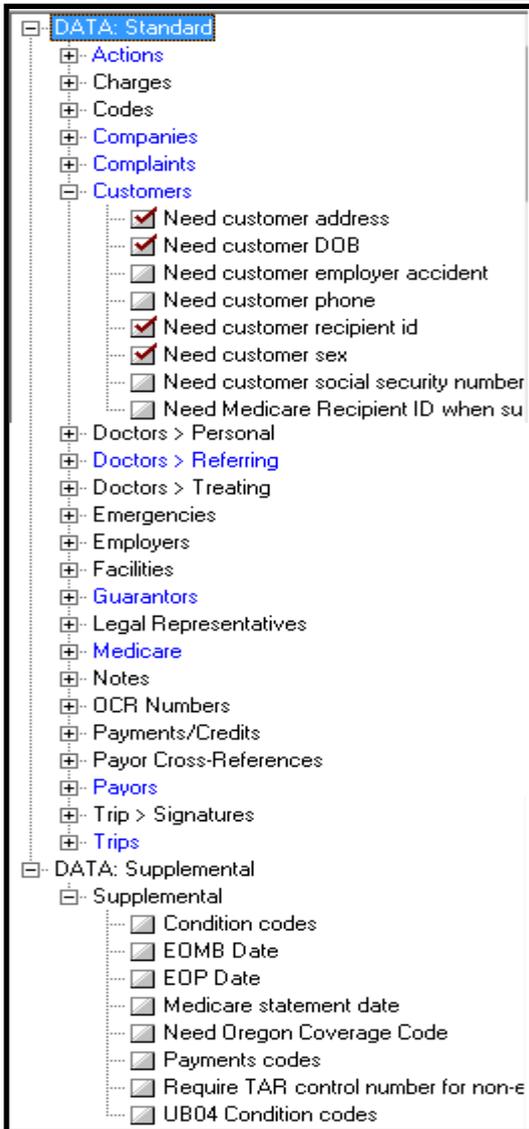
Configuration for Automatic Contractual Adjustments is located in the Charge Configuration in RescueNet Administration as shown above.

Built in Verifications to Reduce Rejections

- Require Medicare ZIP Code
- Require Release of Information Signature for Medicare
- Require Release of Information Signature for non-Medicare
- Require Assignment of Benefits Signature for Medicare
- Require Assignment of Benefits Signature for non-Medicare
- Require signature release date on or before trip date
 - Allow 01/01/1900 release date
- Do not allow electronic billing when patient has refused assignment of benefits
- Allow only one company
- Require at least one complaint and all complaints have ICD-9 codes
 - Require that the ICD-9 code for any complaint selected for a trip be 5 digits
- Require same pick-up ZIP Code for all legs when billing Medicare
- If a payor cross-reference is selected, require that the current payor has a cross-reference ID for this receiver
- Require documentation indicator
- Require customer payor identifications to match ID mask
- Require destination address
- Do not allow 'S' destination modifier
- Do not allow dual Medicaid or Medicare payors
- Require either payments for all charges or a claim level payment

Electronic verifications available in the ECM configuration screen under “verifications”

Built in Verifications to Reduce Rejections



- Paper forms verifications available under the “Verifications” button in RescueNet Administration > Billing > Forms & ECM’s
- ALL verifications, Paper or Electronic, are processed during both the F10 (verification) process and also during the forms creation process
- See the Verify Failures Report to view any failed trips

Schedules and Events

Add New Schedule

Description: This is a time payment schedule

After # of Days	Perform this action and advance to event upon success				Upon arrival to event, set these attributes		
	Queue trip for this Form/ECM	Use Override Config	Add Interest Charge	Use this invoice message	Event	Reset Aging	Set In Collections
0	<None>					<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input checked="" type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>

Days

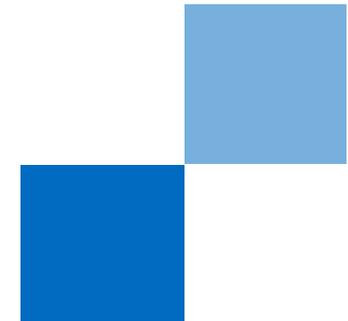
Next Schedule:

This schedule can be used only for the following

Never send a statement for any trip on this schedule

Buttons: OK, Cancel, Insert Event, Remove Event

- Schedules and Events are utilized to define the claims lifecycle.
- Numerous configurations available to automate schedules and events



Schedules and Events

- Each schedule follows it's own process
- Example: Medicare should pay within 14 days
 - Setup the schedule to notify billers when payment is not received within 21 days
 - Allows 7 days (including weekends) to get payments posted to prevent unnecessary follow up

After # of Days	Perform this action and advance to event upon success	Use Override Config	Add Interest Charge	Upon arrival to event, set these attributes	Reset Aging	Set In Collections	
0	<None>	<input type="checkbox"/>	<input type="checkbox"/>	No Bill Sent	<input type="checkbox"/>	<input type="checkbox"/>	Insert Event
0	5010 ECM	<input type="checkbox"/>	<input type="checkbox"/>	Sent to Medicare	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Remove Event
21	<None>	<input type="checkbox"/>	<input type="checkbox"/>	Account Review	<input type="checkbox"/>	<input type="checkbox"/>	

Important: If Schedules and/or Events are not properly advancing, contact support@zoll.com to confirm proper configuration of your SQL Jobs

Self Pay Schedule Example

Edit Schedule [?] [X]

Description: This is a time payment schedule

After # of Days	Perform this action and advance to event upon success				Upon arrival to event, set these attributes		
	Queue trip for this Form/ECM	Use Override Config	Add Interest Charge	Use this invoice message	Event	Reset Aging	Set In Collections
0	<None>				No Bill Sent	<input type="checkbox"/>	<input type="checkbox"/>
0	Single Trip Invoice		<input type="checkbox"/>	Insurance Denied	Sent 1st Invoice	<input checked="" type="checkbox"/>	<input type="checkbox"/>
30	Single Trip Invoice		<input type="checkbox"/>	30 Days Old	Sent 2nd Invoice	<input type="checkbox"/>	<input type="checkbox"/>
30	Single Trip Invoice		<input type="checkbox"/>	60 Days Old	Sent 3rd Invoice	<input type="checkbox"/>	<input type="checkbox"/>
15	<None>		<input type="checkbox"/>		Account Review	<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
	<None>		<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>

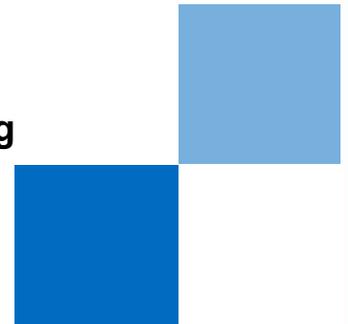
Days: Next Schedule:

[OK] [Cancel] [Insert Event] [Remove Event]

Invoice Print Services

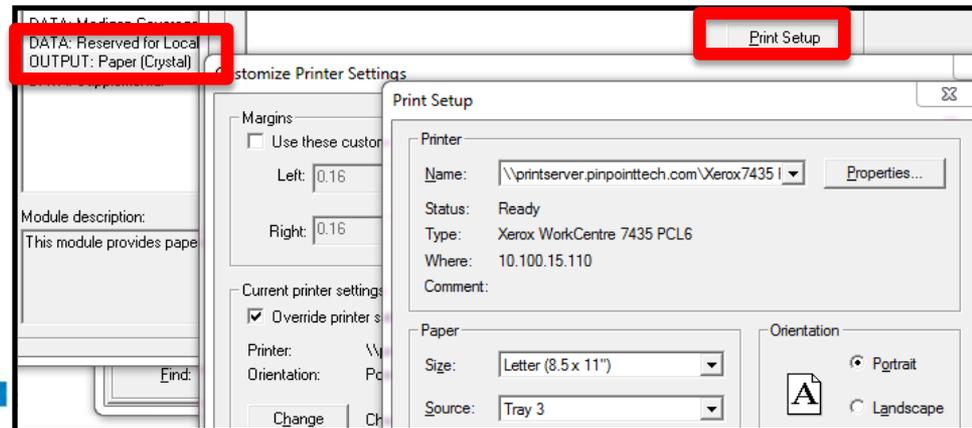
- ZOLL partners with multiple vendors who provide Invoice Print Services
 - Contact Col-ProviderRelations@zoll.com for more information
- Automates print services to reduce paper output, postage and manual folding/stuffing envelopes
- Single Trip ECM necessary*

* Contact your Sales Representative for Single Trip ECM pricing

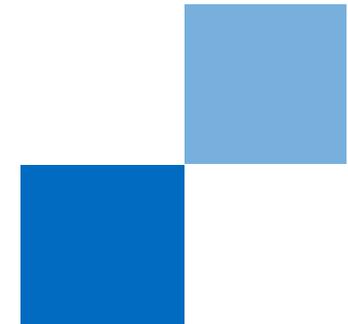


Scheduled Batch Processing

- Used to automate batch creation
- Suggested for overnight batch creation
- Prevents the “wait time” billers experience when running batches manually
- Electronic, Paper, or Single Trip ECM batches
 - **Note:** It is recommended that Printer Settings are configured in the visual form



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Scheduled job name: Clearinghouse Batch

Log **Settings** Schedule Notification

Form/ECM: 5010 ECM

Companies: ZOLL Test Company
[Deselect All](#)

Date range: Billing Go Live

From: 01/01/2013

To: 07/30/2013

Restrict trips selected to certain criteria:

Schedule: 5010 Clearinghouse ECM

Event: No Bill Sent

Payor:

Ordering facility:

Customer:

Include negative balances

Exclude trips currently in collections

Generate submission batch report

Use printer settings associated with the form's plug-in configuration

Use my printer preference
\\printserver.pinpointtech.com\Xerox7435 Finance



Configure settings appropriately to select the Form/ECM, specify by Company if necessary, date range options, and trip restrictions if desired.

Note: Don't forget to check "Generate submission batch report"!

Log | Settings | **Schedule** | Notification

Suspend scheduled processing

Processing schedule

Time:

Specific days in the week Specific days of the month

Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

1st
 2nd
 3rd
 4th
 5th
 6th
 7th
 8th
 9th

- Set the desired scheduled time and frequency on the “Schedule” tab

- Notifications may be configured to receive failure and success notices

Log | Settings | Schedule | **Notification**

None
 Email

SMTP server:

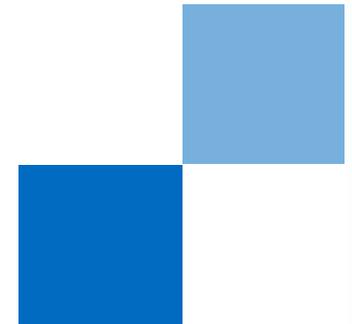
Return address:

Email address:

Workflow

- RescueNet's interactive paperless reporting module
- Used in conjunction with Schedules/Events to automate the follow up process!
- No longer necessary to print long A/R reports
- No need to “find” trips that need follow up!!
- Now, let's make sure we are using workflow to the best of it's capabilities!

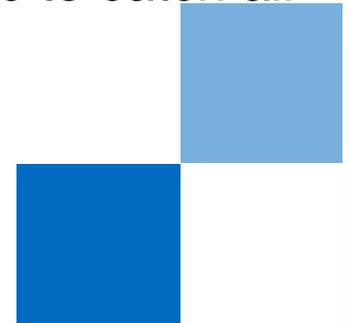
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Workflow

- Two default non-configurable Billing Filters
 - <All Trips Pending Verification>
 - <All Verified Trips>
- Helpful Tips:
 - You will not find a “Pending Verification” status
 - Use “complete” to identify trips “Pending Verification”
 - The more you restrict, the better chance of missing trips
 - Ensure you have multiple filters defined if specific to catch all cases

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Workflow – Defining Filters

- Filters are used to “filter” down to only the desired trips
- Example: Mary is only responsible for Medicare trips pending in account review
 - Filters
 - » Schedule = Medicare Electronic
 - » Event = Account Review
 - » Status = <Show All>
 - » This reduces the risk of missing trips potentially in a “Pending Verification” status

Workflow

Billing Filter: Medicare - Account Review, Trip 01/01/2013 - 07/30/2013

Company	Run#	Trip Date	Trip#	Customer Name	Status	Primary Payor	Schedule	Event	Charges	Credits	Balance
ZOLL Test Comp	00000008	05/23/2013	0004-A	SMITH, JOHN	Billed	Medicare	Medicare Electro	Account Review	\$515.00	\$0.00	\$515.00

Review in Call Taking

- Verify F10
- Un-Verify
- View Problems

Cancel

Auto-Verify Un-Verify Worked View Problems Define Filter

Total: \$515.00

Configuring and Sharing Workflows

Add Billing Filter [?] [X]

[]

Statuses:	<Show All>	Schedules:	<Show All>
Companies:	<Show All>	Events:	<Show All>
Priorities:	<Show All>	Profit Centers:	<Show All>
Call Types:	<Show All>	Billing Zones:	<Show All>
Primary Payors:	<Show All>	Assigned Groups:	<Show All>
Current Payors:	<Show All>	Call Sources:	<Show All>
Payor Types:	<Show All>	Customer Names:	<Show All>

Standing Orders: Both Standing Orders and Non

Has been billed at least once: Does not matter

In Collections: Does not matter

In Capitation: Does not matter

Call back indicated: Does not matter

Aged: Does not matter

In Denied Status: Does not matter

Pre-billed: Does not matter

Field data imported: Does not matter

Customer data to be confirmed: Does not matter

Sort

First: Run Number Year Ascending [Default Sort]

Second: Run# Ascending

Third: Ascending

Fourth: Ascending

Balance Due

From: []

To: []

Exclude zero balances

Summarize this Billing Filter on RescueNet Billing Today

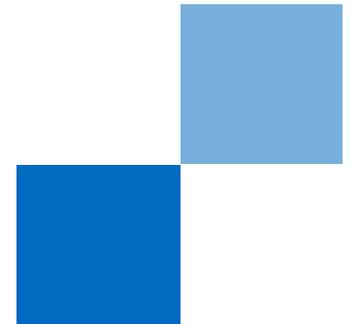
Make this Billing Filter visible to everyone

[OK] [Cancel]

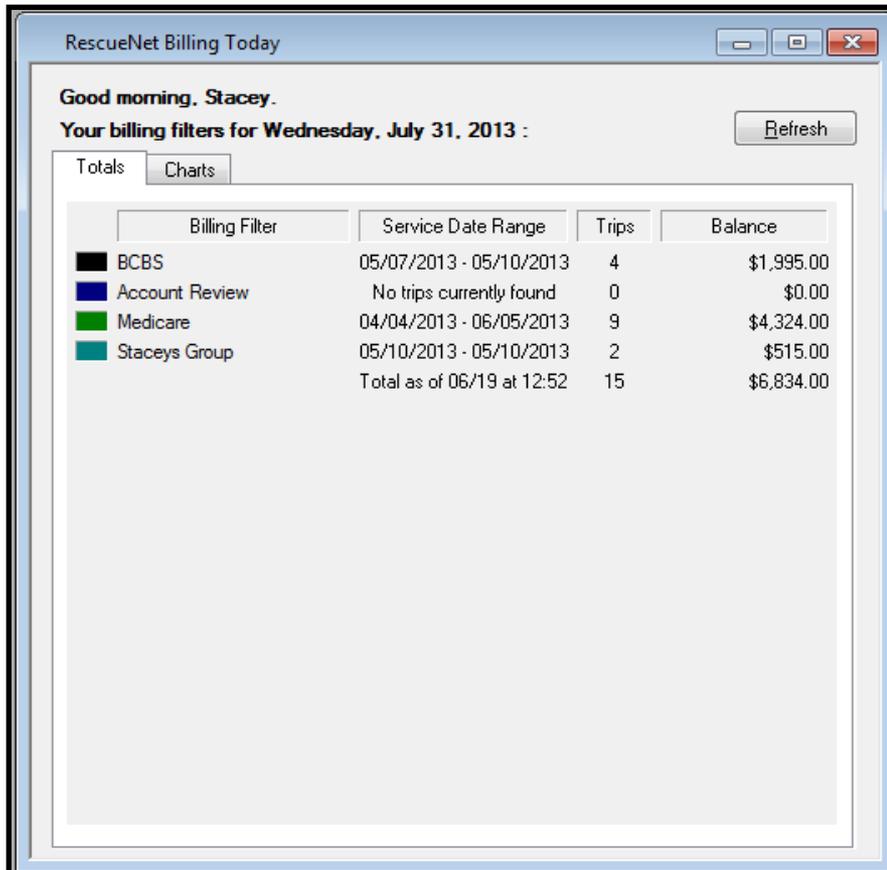
Workflow – RescueNet Billing Today (F12)

- Dashboard used to track important filters
- Configurations are by *user* not system wide
- Each user can select which filters to display in RescueNet Billing Today
- Limit of 16

<input checked="" type="checkbox"/> Summarize this Billing Filter on RescueNet Billing Today	<input type="checkbox"/> Make this Billing Filter visible to <u>e</u> veryone
--	---

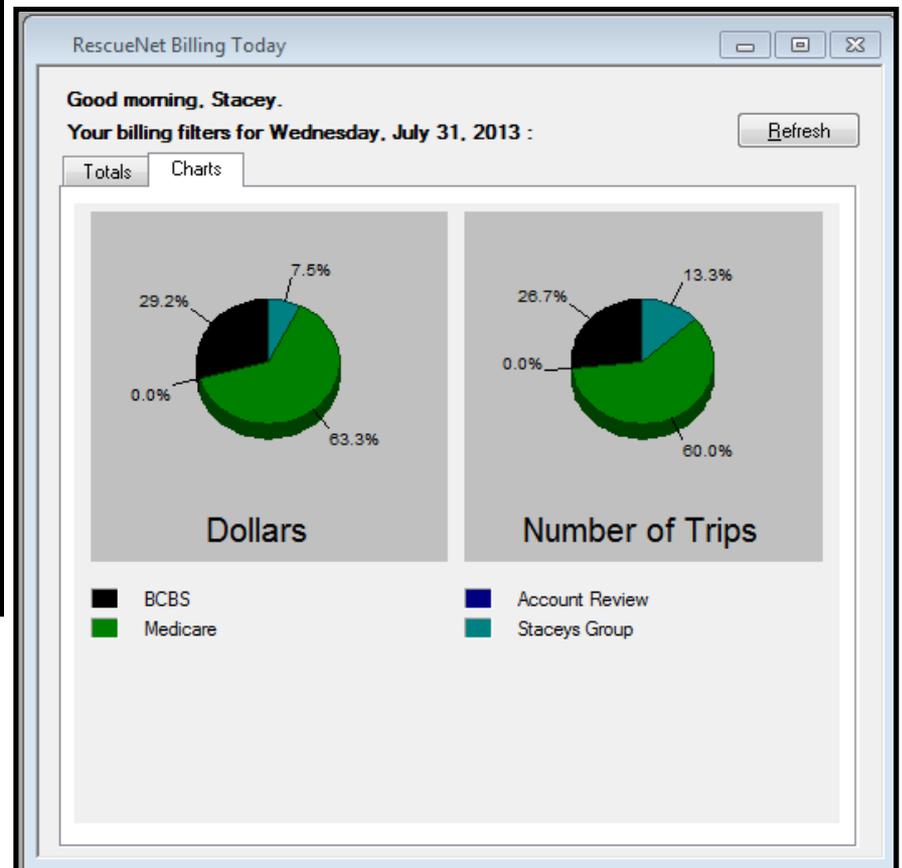


Workflow – RescueNet Billing Today (F12)



- List view displays the Date Range of Trips included, count and balance of trips

- Chart option also available



Batch Posting

- Automate your Remittance Import (835) with our Batch Posting Module!
 - Imports remittances from any payor that can provide an electronic remittance advice (835)
 - Contact your clearinghouse or payor directly to enroll for electronic remittances
 - Imports Denials and automatically associates a \$0.00 payment per charge
 - Audit tools to ensure accurate posting!



Batch Posting – Summary Screen

Batch Posting

Batch Summary

Batch: testcollection

Batch total: \$100.00

Created on: 08/22/2011 Target total: \$100.00

Created by: RCHEN Amount posted: \$82.00

Deposit date: 08/22/2011 Remaining balance: \$18.00

Posting Progress

\$0.00 82% \$82.00 \$100.00

Print balance report

Open **Transactions** **Post Batch**

Posting summary

Credits/Payments **Denials/Adj. Reason Codes** **Exceptions**

Entry	Run Number	Customer Name	Date Of Service	Credit	Payment Amount	Cum
1	123004	BROWER, DIANNA	06/28/2010	Payment-Cash	\$40.00	Bill F
2	112	JUNCO, BARBARA	01/04/2010	Payment-Check	\$6.90	Bill F
3	112	JUNCO, BARBARA	01/04/2010	Payment-Interest	\$28.10	Bill F
4	1234	JUNCO, BARBARA	01/04/2010	Payment - EFT	\$7.00	HUF

Add Credit **Edit Credit** **Delete Credit**

Batch Posting – Detail Screen

Edit Credit Detail

Transaction number: 123004 \$100.00 Run number: Customer name: Customer SSN:

Modify Customer

Transaction Summary
Transaction amount: \$100.00 Remaining balance: \$18.00

Claim Summary
Date of service: 01/04/2010 Claim total: (\$52.00)
Customer name: JUNCO, BARBARA

Batch Summary
Batch amount: \$82.00 Remaining balance: \$18.00

Run Number	Leg	Payor	Charge Description	Gross Amount	Contractual Allowance	Previous Credits	Unassociated Credits	New Balance
112	0027-A	Bill Patient	AMC AMBULAT...	30.00	21.20	10.00	15.70	
112	0027-A	Bill Patient	AMC AMBULAT...	13.75	6.85	0.00	0.00	
1234	0027-B	HUMANA ECM **	AMC AMBULAT...	30.00	21.20	0.00	15.70	
1234	0027-B		AMC AMBULAT...	13.75	6.85	0.00	0.00	

Existing Credits

Add Note

Save and Continue

Save and Exit

Exit

Alerts:

Notes:

This is to test payment note
_AUTH#010380113 FOR DOS 11/6/09
pt not ready at 2:00 p/m

Total Claim Balance Credit

Credit account: For payor: Credit type: Apply Quick Pay

Callback Date: 05/09/2011

Company: Medical Transportation Management Corp

Profit center:

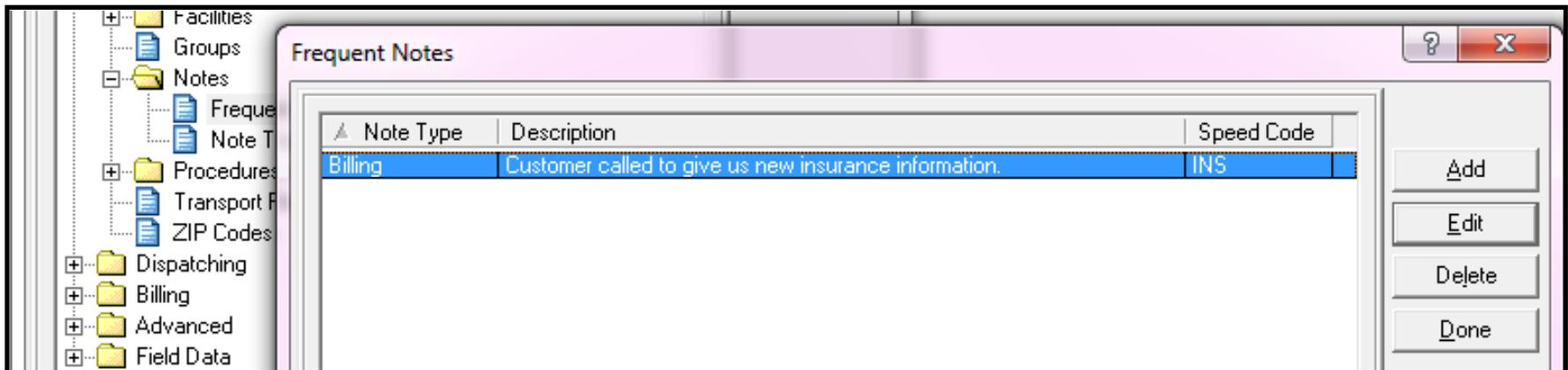
Current payor: Bill Patient

Current schedule: Invoice Private*

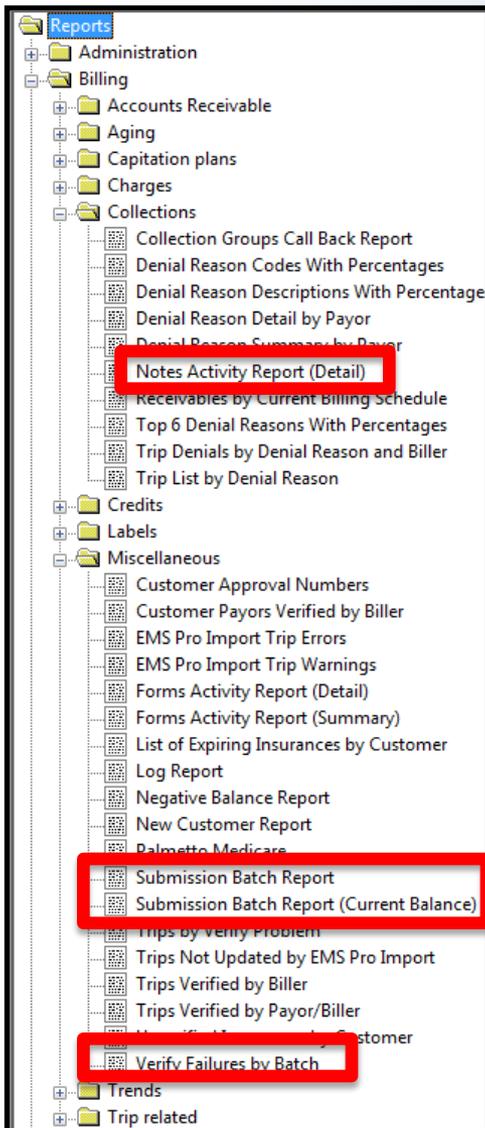
Current event: No Bill Sent

Notes & Frequent Notes

- Notes and Frequent Note Types can be used for account tracking and easy follow up
- Note types can be customized
 - Except Customer Note Type – Will add a note for all customer trips
- Add speed codes in frequent notes to enhance productivity



Reporting – Helpful Reports



- Note Type Activity
 - Used in conjunction with Note types for productivity tracking
- Submission Batch Report
- Submission Batch Report (Current Balance)
- Verify Failures by Batch
 - * If you do not have these, contact your sales representative for the Professional Reports Pricing

The Idea Exchange - Make sure we get it right.



**We're
listening at
zolldata.com**



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