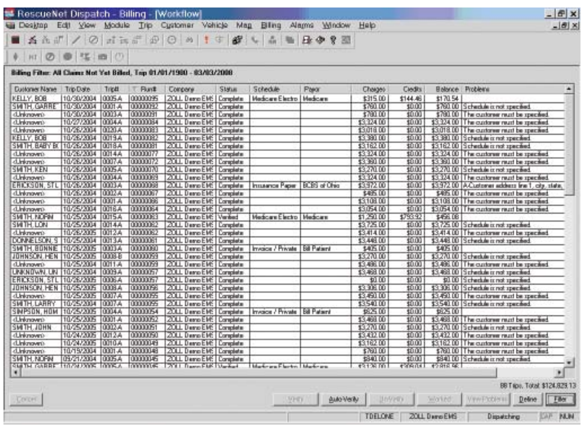
Work Smarter with Intelligent Workflow

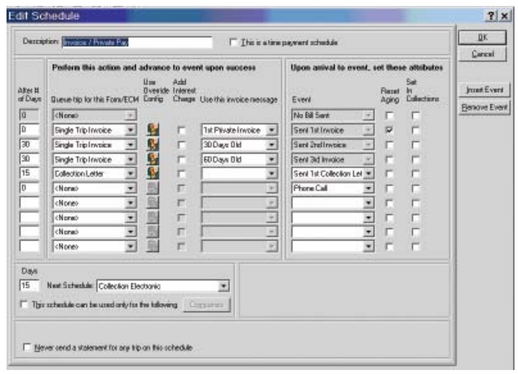
The foundation of efficiency is based on the ability to identify what work needs to be done and to prioritize that work. To build successfully on that foundation, you need to easily access the details of that work and the account data that underlies those details. RescueNet Billing's workflow feature spots the problem areas of your A/R and gives your billers simple, one-step access to information. Workflow makes it easy to find, organize and prioritize your billing and collections efforts.



In-depth filter definition to define workflow/billing filters

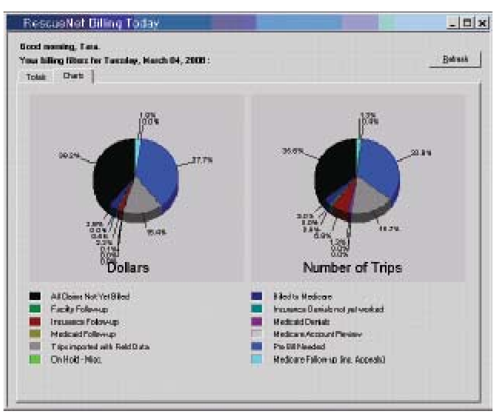
Automated Billing and Electronic Submissions

The faster you can get a claim correctly billed and submitted, the sooner the cash will be in the bank. RescueNet Billing makes it easy for you to get your claims submitted as quickly as possible by automating the billing process. The process of billing trips and generating electronic claims, and/or printing paper claims, is simple with RescueNet Billing.



RescueNet Billing Schedules

Automate your billing cycles and let the system ensure timely invoices/claims go out to customers and insurance payors.

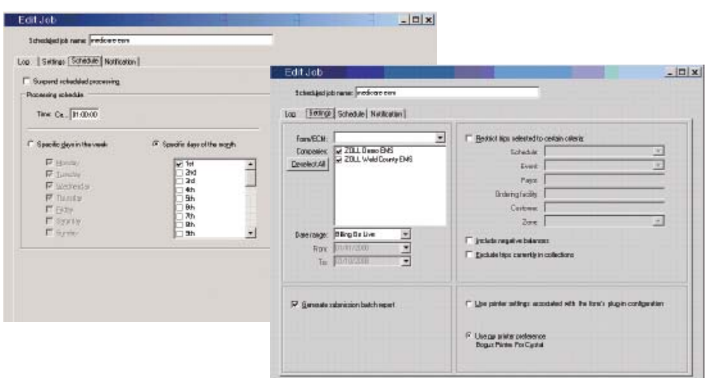


On-screen interactive operations reports

As changes are made to trips, workflow immediately reflects those changes.

RescueNet Billing Today

A summary of important Workflow filters to help prioritize and organize claims to be worked by individual billers.



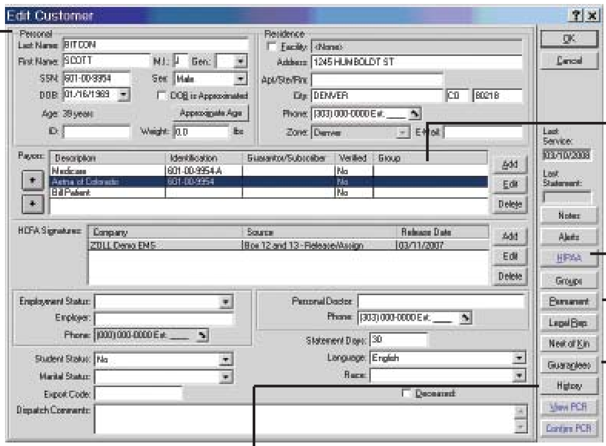
RescueNet Scheduled Batch Processing

Configure jobs to generate paper and electronic claim batches automatically at any time during the night or day.

Claims are re-verified during the batch processing to ensure accuracy and completion, reducing the possibility of denials.

Easily Manage Critical Patient Information

Customer information is all stored in one location



Sort customer payors in the most appropriate billing order

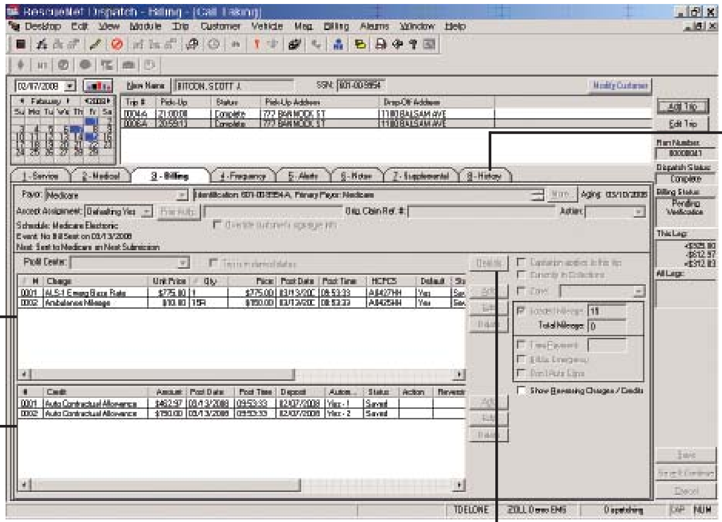
Log all HIPAA documentation received from customers

Capture permanent address, legal rep and next of kin information to facilitate collection efforts

Track the changes made to customer information and who did the changes

Fast, Well-Organized Data Entry

Easy user interface for reviewing and entering trip information



History log of all actions done to trip

Automated entry of charges and contractual allowances for primary payor

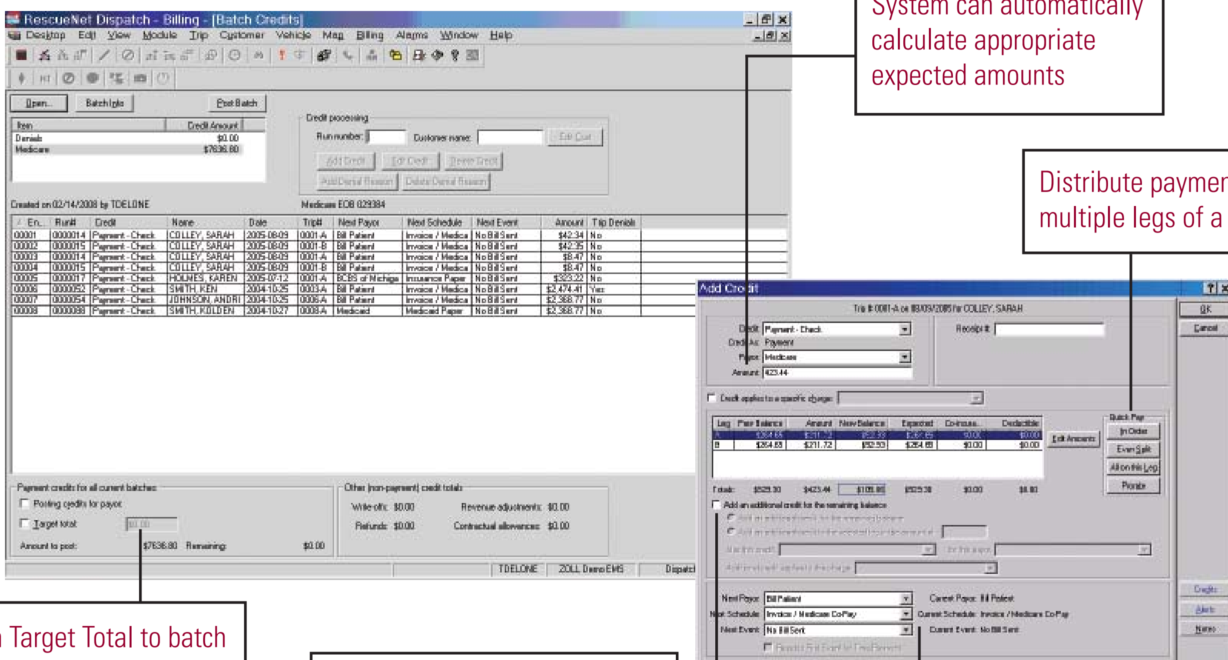
Add payments directly to each trip

Attach files/important records to the trip

Add denials directly to each trip

Automated Electronic Remittance and Batch Credit Processing

Processing payments has never been easier. A biller can select whether to add a payment or denial directly into each trip. Or they can process an EOB using the batch credits module to quickly add all credits and denial in one step without having to open each individual trip.



System can automatically calculate appropriate expected amounts

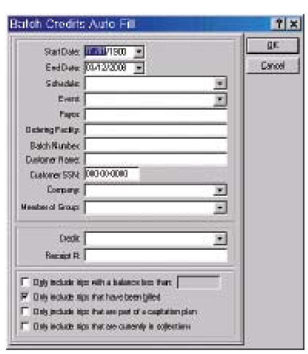
Distribute payments over multiple legs of a trip

Assign Target Total to batch for easy reconciliation

Enter secondary credits (i.e. adjustments and write-offs) as payments are entered

Automatically selects the next payor and appropriate schedule for each trip

Capture co-insurance and deductible amounts for electronic filing of secondary claims



The Flexible Auto-Fill option makes it simple to handle tasks such as writing off small balances and posting facility payments

RescueNet Billing Modules – Get more out or your technology investment

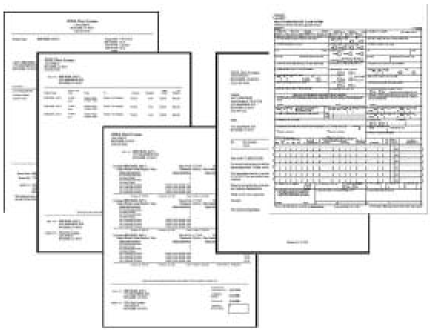
RescueNet Billing includes several modules provided to streamline the cost recovery process. This saves your department time and money associated with administrative services and allows you to focus on life-saving operations.

Electronic Claims Module

RescueNet Billing Electronic Claims Modules (ECMs) allow for the creation of files for electronic submission to carriers for billing. Standard ECMs are available for different carriers and custom ECMs can be developed as needed. The development and testing of ECMs requires extensive time and resources. RescueNet Billing comes with four ECMs: Medicare for one state, Railroad Medicare, Medicaid for one state, and one of the following Clearinghouse ECMs: WebMD, THIN (Texas), ET&T, Gateway EDI, ZirMed, and NHS.

Paper Forms

Standard Paper Forms are available for different carriers and custom forms can be developed as needed. A set of standard forms come with RescueNet Billing including a patient invoice, a facility invoice, a collection letter, HCFA 1500, etc. and all state-specific forms for one state.



DANTOM ECM

DANTOM Systems, Inc. develops collection letters, invoices and statements, and provides high-speed laser printing and mailing services. If you're using DANTOM Systems for any of these services, you can use the RescueNet Billing DANTOM Electronic Claims Module (ECM) to easily generate an electronic data file that contains all of the information DANTOM needs to process your invoices or collection letters. Then you can simply upload the data file to DANTOM Systems for processing. The DANTOM ECM also enables you to receive updated address information from DANTOM if you subscribe to that service. This module lets you reduce FTE's, and/or clerical staff, allocated to the printing, collating, and mailing of patient invoices and collection letters. Because many EMS organizations and billing services send multiple invoices and notices to a patient while trying to collect on a bill, there is an exponentially higher number of claims that are processed for patient billing. Plus you can reduce overhead costs for printing supplies.

Medifax Utility

Medifax-EDI, Inc. is a company that, in addition to providing other services, sends eligibility requests to carriers nationwide on behalf of healthcare providers. If you're working with Medifax, you can use the RescueNet Billing Medifax Utility to easily generate an electronic data file that contains eligibility requests you need Medifax to process. Then you can simply upload the data file returned from Medifax using the data transmission software provided by them.

Scanned Documents Applications (Image Viewer and Auto-Attach for Scanning)

These applications enable you to attach scanned documents to your trip records either automatically by attaching files to trips based on file name, or manually by keying in the run number to a viewed image. One great way to use this application is to attach scanned copies of the patient care report to the trip so it's handy for billing. This solution can help you realize your dream of the paperless office. Use the integrated scanning interface to scan and link either a single document or a batch of documents quickly and efficiently. Attach copies of run reports, physician certification statements, EOB's and more to the claims you bill from RescueNet Billing. Don't waste time going back and forth to the file room to retrieve important documents you need each day. Instead you can view and print them directly from your RescueNet Billing workstation as needed. Secure file storage as mandated by HIPAA can be expensive for some organizations with limited office space. As a result, it's more cost effective to store documents offsite. Offsite storage requires another mechanism for staff in the billing office to access records required for billing, working denials and follow-up collections. Scanning is the perfect solution since each of the relevant documents are ready and available to the system users as they work the claim for viewing and printing.

Even if storage is not an issue, the process of searching for, copying, and filing supporting documents in a billing office requires time and is a redundant task that can increase staffing costs. The scanning solution requires that each document only be filed once by scanning it into the system, then the permanent filing of a printed copy. Any subsequent need for that document is easily met by accessing it via RescueNet Billing for viewing or printing.

With the Scanned Document Application you can:

- Efficiently attach scanned images that have been scanned in with a batch of documents.
- Attach a single document to a single trip record or to multiple trip records.
- Attach a single document to multiple trip records with the same incident number in one easy step.
- Include a comment with any attachment.

Acceptable file types:

- Adobe® Portable Document Format (PDF) files with a .pdf file extension.
- Joint Photographic Experts Group (JPEG) image files with a .jpg file extension.
- Graphics Interchange Format (GIF) image files with a .gif file extension.
- Tagged Image File Format (TIFF) image files with a .tif file extension.

Membership Module

This module enables you to create and maintain your membership program, including tracking and reporting membership fees, printing renewal invoices and membership cards. It can track head-of-household and dependents, create new customers in RescueNet Billing, and update existing customers when necessary. Members are indicated in RescueNet Billing so your billing staff can appropriately handle accounts.

Questionnaire

The RescueNet questionnaire enables users to define a series of questions and answers or statements and choices. This feature is designed to allow the capture of additional information in a logical format.

A typical use for the questionnaire is qualification for transportation. Both questions and responses can be logged to the history of a call. Call type and priority can be set based on questionnaire responses.

Security

Security is used to control access to the RescueNet system, allowing for great flexibility in defining user access. Security can be used on two levels, system-wide and user-specific, or a combination of both.

Security allows for predefined configurations for users that can be saved and titled (e.g. dispatchers, call takers, and billers) and alleviates the need to define a security configuration for each user every time.

QA/QI

The RescueNet QA/QI module enables the capture of procedures and interventions, medications administered, and vital signs and Glasgow Coma scores for patients on an individual trip. Users can define their procedures and medications, and select them from pick lists. This module also captures associated crew members, amounts and times, and the success of procedures and medications.

Professional Reports

When reporting on your billing operations and accounts receivable is the highest priority, arm yourself with RescueNet Professional Reports. The Professional Reports package provides over 100 professional reports for RescueNet that assist you with quickly reporting on the status of your business at every stage of the billing process. With RescueNet Billing and Professional reports you can quickly report on all sales and receivables activity over a period of time to analyze and monitor trends in your accounts receivable. Evaluate claim aging based on billing schedules and events to improve internal process and follow-up efforts in your billing office. Monitor user productivity by department and function with various user activity reports. Stay ahead of insurance eligibility verification in pre-billing by reporting on expiring verification of patient insurances. These are just a few examples of the many reporting options available in the Professional Reports package for RescueNet Billing.

Proven Solutions

RescueNet Billing is a component of the RescueNet Suite of integrated data management solutions for fire and EMS that are designed to reduce duplication of processes, simplify data sharing, and increase efficiency and data accuracy in order to achieve performance excellence. Our suite of solutions also helps improve patient care, enhances quality of service, and maximizes profitability.

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