

## CASE STUDY:

# Emergency Mobile Health Care

## CHALLENGE

- Lack of visibility into out-sourced billing—and lack of billing service efficiency—kept collection rates low and billing costs high.

## SOLUTIONS

- Eligibility Verification
- Claims Management
- Patient Payments
- ZOLL RescueNet® Solutions: Billing, Dispatch, Navigator and Crew Scheduler
- ZBilling Eligibility Module (connects via ZOLL and Waystar integration)

## RESULTS

- Increase collection rates by 30%
- Improved bottom line by moving billing in-house
- Now handle 2X the billing volume with >20% fewer dedicated FTEs

## The challenge

Emergency Mobile Health Care (EMHC) was founded to be and remains an exclusively locally owned and operated emergency medical service organization; today EMHC serves a population of more than a million people in and around Memphis, answering more than 75,000 calls each year.

Yet with growth and success came additional billing and back-office complexity, impacting not only operational efficiency but administrative demands on patients and patients' families—EMHC needed a solution that streamlined billing for staff and patients alike, rather than continuing to outsource billing and continuing to watch billing costs rise with seemingly no end in sight.

## Waystar solution

“Efficient billing is a major challenge for many EMS organizations,” explains Justin James, EMHC’s Chief Technology and Revenue Officer. “Responding to denials and collecting payment on transports for patients with incorrect or non-existent insurance is a persistent cost-driver and frustration for many in EMS billing.”

“Before we worked with ZOLL and Waystar we had so many trips that went unpaid. Collecting after the fact is inherently more challenging, and it’s understandable that some patients felt caught off guard when they received their bill, because they might not have realized they weren’t covered, or what their obligation was.”

“We wanted to improve the process, not just in terms of capabilities but in terms of efficiency and patient satisfaction,” James says. “For us, having everything integrated in one spot is invaluable. I can’t imagine doing billing for ambulance services without having something as integrated as the ZOLL and Waystar solutions.”

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### Favorite features

“The seamless integration of ZOLL and Waystar is critical, especially within the ZOLL Eligibility module,” James explains. “When a call comes in, a ZOLL Dispatch user can check insurance on the spot to verify if the trip is covered by the patient’s insurance.”

“In terms of time savings and increased collections, the total value of having the Waystar and ZOLL working together is incredible. We’ve streamlined our billing department by integrating with a clearing-house function.”

“EMHC used to have three FTEs dedicated to eligibility confirmation,” James adds. “But after implementing Waystar and ZOLL’s solutions, only one full-time and one half-time employee can manage the entire process.”

“We’re able to pre-bill up to 70% of our ambulance transports just by having Eligibility Verification built into our Dispatch and Billing processes—that’s twice what we could do before. In the long run, that benefits our business and the patients we serve. We find it especially helpful with out of town patients that don’t have insurance. We know immediately whether to ask for credit card payment on the spot before we do a long transport—they know immediately what their financial obligation is.”

### Results

#### How Waystar and ZOLL benefit EMHC

With up to 150 ambulance trips per day, any billing backlog could quickly build up and become unmanageable. “That doesn’t happen anymore,” James explains, “because ZOLL and Waystar have eliminated the need to manually enter the same information into two separate systems.”

“In the past, there were three FTEs handling eligibility verifications—now we can cover that with one FTE during the week and one staff member over the weekend. And because staff members aren’t forced to do dual entries, there’s a lower risk of human error.”

“The ability to download remittance files is incredible because it means we don’t have to download and post manually,” James says.

**“In five years, we’ve tripled our call volume, but have fewer FTEs dedicated to front-and back-office work.”**

Our old billing vendor had 14 FTEs dedicated to our account,” he adds. “Since we’ve moved it in-house with ZOLL and Waystar, we’re covering three times the volume with only 11 people. Our collection rate has increased from 50% to 80%—and every Friday, all the work queues are zeroed out. There’s no backlog to deal with the following week.”

### About Zoll

ZOLL Data Systems offers the RescueNet suite—computer-aided dispatch, billing, field data collection, crew scheduling and mobile data software for the EMS market. RescueNet is the only fully integrated EMS data management system that allows EMS organizations to manage critical information for maximum performance—visit [www.zolldata.com](http://www.zolldata.com).

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