A Philadelphia-based Ambulance biller with 20 ambulance agencies that process over 4000 professional claims a month. The claims are being sent to PA, WV, NJ Medicaid, Medicare, BCBS, and several commercial payers. They were using legacy billing software and have completely moved to the expEDIum Medical Billing (eMB) solution.

The issues faced with the legacy system included:

- Not having an integrated electronic claims processing and submission.
- Better view of the claim life cycle and a level of automation such as auto-posting.
- Ambulance-specific data screens and lookup.
- Copy/Cloning claims that save data entry.
- Paper billing for contracted facilities.
- Consistent stream of cash flow and process-driven claims processing.
- Ensuring that compliance issues are addressed effectively and quickly.
- Secondary claim visibility and follow-up.
- Secure client access to the claim system
- Data analytics/dashboard and
- Consistent denial/rejection/error claims follow-up.

expEDIum migrated this client from their legacy system to an eMB solution along with some data such as the contracted facilities list. expEDIum eMB addressed the main issues faced by the biller effectively. In addition to the above issues, the solution has a built claim validation and a claim scrubber that ensures only error-free claims are sent to the clearinghouse and the payers. The solution streamlined their billing operation by standardizing the processes and made the claim life cycle more transparent. The biller was able to increase productivity and streamline the billing operation with more automation and less paper handling for bookkeeping, invoices, reports, etc.,

The ambulance agencies were able to access their data using secure provider logins and had access to a variety of reports. This installation used Office Ally as their chosen clearinghouse as their payer list had good coverage of relevant payers from Pennsylvania, West Virginia, and New Jersey states. They had also enrolled with all the relevant payers to receive ERAs automatically through the clearinghouse and in turn into the eMB system.
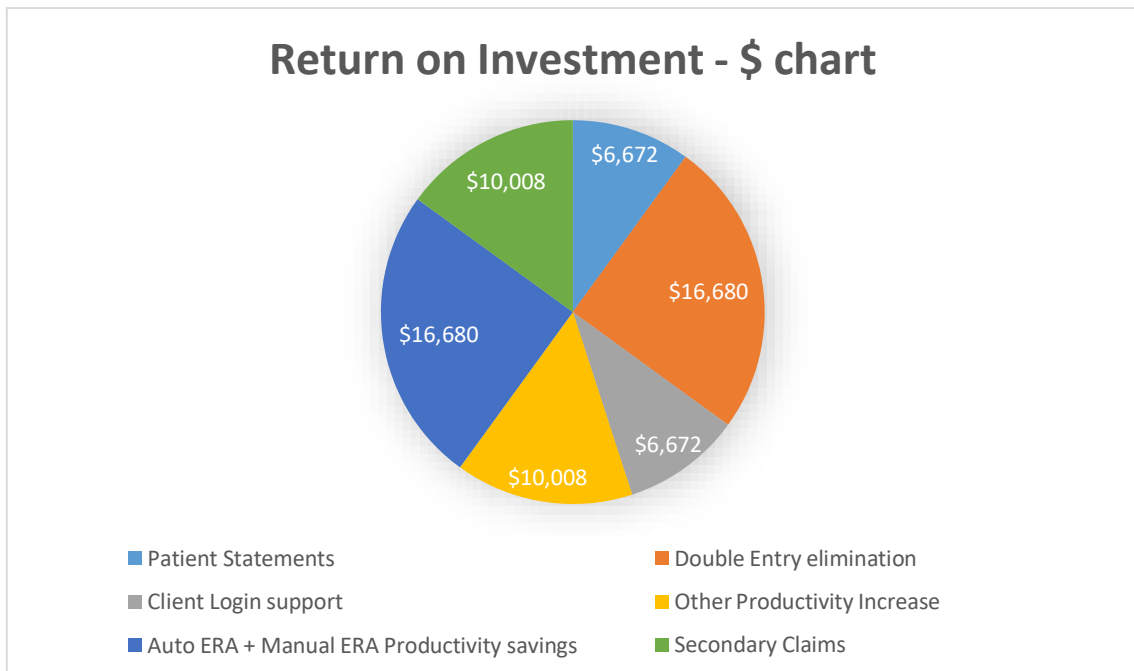
Return on Investment (ROI)

- The biller processes over 3200 HCFA claims a month with less than 2% denial rate compared to the earlier 3% denial rate.
- The overall productivity improved resulting in better claim visibility, automation, and denial/rejection processing.
- The biller received Electronic ERAs (that are auto posted) for about 89% of the claims sent and the remaining 11% on paper EOBs (that are manually posted). The 89% auto posting saved 100s of hours of data entry savings every month.
- The secondary collection went up from 16.12% (of the total # of claims) to 21.49% due to increased visibility.
- Deleted all the double entries for mandated electronic.
- The total work hours were cut in half. The staff can concentrate on other aspects of the business such as compliance, client training, and marketing.
- expEDIum has allowed the billing agency to spend more time on the things they always. wanted to do but because everything was manual in the legacy system didn't have the time or resources.
- The (biller's) clients being able to get into their system is a huge time savings on phone call resolution/question time spent by the billing agency.
- The billing agency has also been able to assign account managers, so clients have the same person to work with throughout. Account managers can handle the account from start to finish.

Components of ROI - % Chart

Return on Investment - % Chart

- ■ Patient Statements
- ■ Client Login support
- ■ Auto ERA + Manual ERA Productivity savings
- ■ Double Entry elimination
- ■ Other Productivity Increase
- ■ Secondary Claims

Components of ROI - $ Chart

Return on Investment - $ chart

- ■ Patient Statements
- ■ Client Login support
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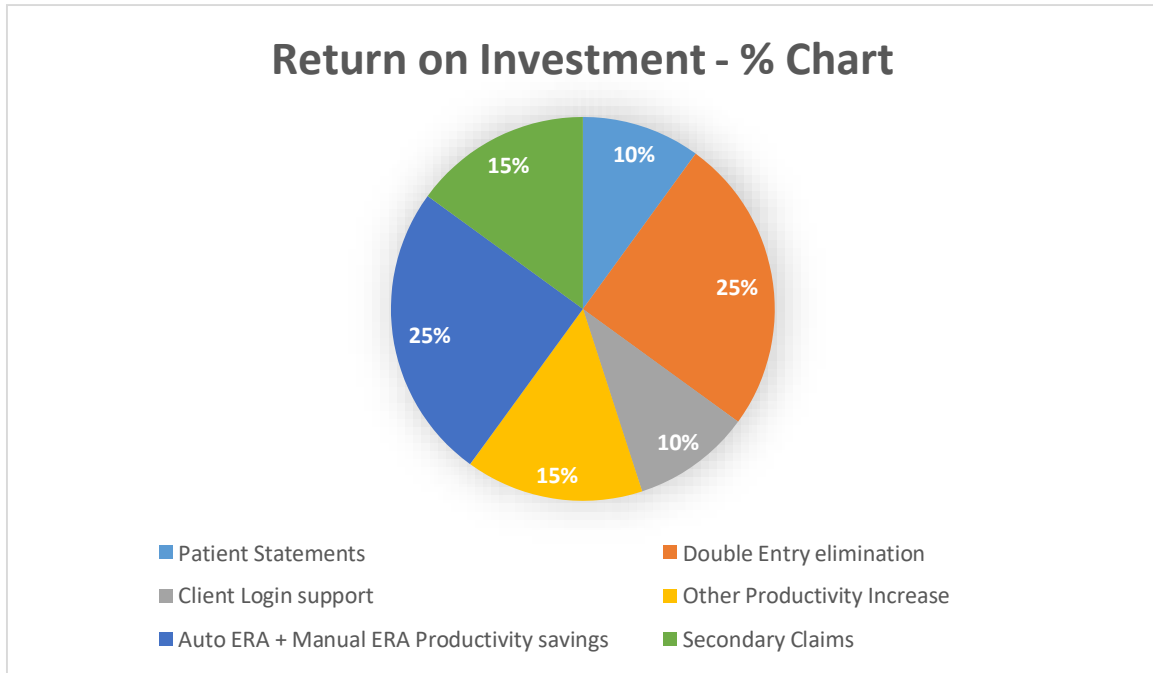
"It is with great and sincere pleasure that I write this statement of service and value on behalf of expEDIum and their excellent program expEDIum Medical Billing. Deciding to go through a software conversion was not taken lightly. Change of this magnitude takes a lot of patience and hard work. We are very thankful that we went with expEDIum. … Maximize, Inc. is a nationally based ambulance and EMS billing company. Because we cover so many states and so many different rules within each state it was difficult to locate a company that would work with us. Anyone can write a program specific to one state but not many can write a program that can handle every state we work in and their specific requirements. We look forward to expanding our partnership with expEDIum and continuing the growth of the *expEDIum* solution.

- Billijean S. Hobson, President, MAX Revenue Corp