

**CCEMS  
OPERATIONS POLICY 100-05  
CHARTING/BILLING PROCEDURE**

**I. PURPOSE**

- 1.1 To assure that patient care records and billing data paperwork are forwarded to the business office in a timely and accurate fashion.
- 1.2 To provide a system of accountability in the completion, submission, and tracking of all paperwork associated with a patient transport.
- 1.3 To improve the billing/paperwork flow and to reduce the time it takes CCEMS to be reimbursed by payors.
- 1.4 To provide clinical employees guidelines to correct, amend or to make late entries on patient care records.

**II. POLICY**

- 2.1 All patient care reports will be completed utilizing the electronic run report software, located on the Mobile tough books or completed at a station desktop computer.
  - 2.1.1 Paper run sheets are NOT permitted. All calls regardless of transport status are to be entered into the computer software.
- 2.2 Run reports completed on the mobile software will be synchronized and locked prior to leaving your shift. Ancillary documents will be placed in the secure filing cabinet, located next to the Supervisor office at Station 2.
  - 2.2.1 Station 1 or Station 3 crews returning back to their stations to complete reports are NOT required to immediately return to Station 2 just to drop off ancillary documents. However; any ancillary documents held by an outlying base is required to be turned in prior to leaving your shift. If there is no need to return to Station 2 crews are expected to notify the on duty supervisor for direction.
- 2.3 The Lead person, on the transporting crew, is responsible for the completion and submission of all associated paperwork for a given transport.
- 2.4 The Administrative Assistant is responsible for reviewing, preparing and scanning all billing and patient care record information to the contracted billing company. The Administrative Assistant will begin scanning ancillary documents to the billing company typically on a daily weekday basis once he/she has reviewed the electronic reports and has marked them as approved.
  - 2.4.1 In the absence of the Administrative Assistant, the Director or his/her designee will be responsible for the submission of both the electronic reports and ancillary documents to the billing company.
- 2.5 The Director, Administrative Assistant or a designee, is responsible for performing quality control on every run report. Demographic information can be changed by approved individuals without notifying the transporting crew. However, changes to patient care information must be completed by a member of the transporting crew. No one, including any member of administration or the Director is permitted to edit patient care information on any report they were not directly involved in.
- 2.6 The Director and Administrative Assistant are responsible for ensuring the validity of all run reports before submitting them to the contracted billing company.

- 2.7 Any correction, amendment, or late entry needed on a report pertaining to patient care, including the narrative, can only be completed in the “appended narrative” section of the ESO reporting system. No paper addendums will be permitted.
- 2.8 All refusals will be documented in the electronic reporting software. Refusal signatures and assessment check-off can be completed on the paper form.
- 2.9 Billing signatures are required on EVERY patient transport. Crews are encouraged to capture the appropriate signatures on the available PAPER signature form. Failure to capture the appropriate signatures for billing purposes may result in progressive disciplinary corrective action.
- 2.10 The supervisors are responsible for the replenishment of any paper forms for all CCEMS stations. Duty crews are responsible for making sure their ambulance is appropriately stocked with forms.
- 2.11 The county IT department is responsible for maintaining and trouble-shooting tough book issues.
- 2.12 The Director is responsible for maintaining and/or correcting any reporting software complications.

### III. PROCEDURE

- 3.1 The “Lead” person on the transporting crew will be responsible for completing all applicable paperwork for every patient transport.
  - 3.1.1 Signatures verify both HIPAA acknowledgement and Billing Authorization. Without proper signatures the run cannot be billed. Both the paper version and the electronic version clearly state the appropriate directions to obtain the proper signatures.
  - 3.1.2 Paperwork to be obtained for an Emergency 911 call: A legible copy of the patient’s hospital face sheet and dispatch times along with a completed CCEMS cover sheet. (Note: when transporting to CCMH ER it is not required to obtain a face sheet)
  - 3.1.3 Paperwork to be obtained on Non-Emergency requests: A copy of the Physician’s Certification Statement. If there is no one available to sign the PCS, then a copy will be left at the facility so it can be faxed to the CCEMS business office upon completion.\*
    - 3.13.1 It is the transporting crew’s responsibility to make sure the PCS form is filled out correctly.
  - 3.1.4 \*The supervisor is responsible for ensuring all nursing facilities, CCMH, and EMS units have ample supplies of these forms with the correct information.
  - 3.3.5 CCEMS transport crews will submit all completed run reports and ancillary documents associated with the run report as outlined in Section 2.2 of this Policy.
  - 3.3.6 If the transporting crew is assigned to a satellite base, all paperwork must be submitted directly in the secure filing cabinet by 0930 each day or directly after the call is completed.
- 3.4 The “Lead” provider, on each ambulance request, will be responsible for submitting all completed information of that run. All PHI documents will be submitted in the secure filing cabinet in the business office.

- 3.4.5 At the completion of each ambulance request, the "Lead" provider, on the transporting crew, will be responsible for:
1. A completed cover sheet
  2. \*\*The ORIGINAL rhythm strip with patient name and run#
  3. \*\*Physician Certification Statement
  4. Hospital face-sheet \*\*
  5. SO dispatch sheet with an incident number and correct times for the request
  6. Faxing or printing a copy of the completed PCR to the receiving facility.

**\*\* (If applicable)**

- 3.4 After the Administrative Assistant retrieves the run reports from the secure filing cabinet he/she will verify that the records are complete against the sheets obtained from the Sheriff's Department.
- 3.4.5 Only a member of the transporting crew is permitted to amend patient care information. The Administrative Assistant and/or other approved individuals are permitted and expected to change all errors in the demographic area of the electronic system.
- 3.4.6 All ancillary documents will be entered and scanned to the CCEMS server and then transferred to the contracted billing company.
- 3.4.7 All original documents will be filed in the Fire Proof filing cabinet in the Director's office, where the records are in the custody of the Director. Run reports are to be secured at all times, unless they are being reviewed or scanned. Special attention should be taken to avoid violating HIPAA laws. .
- 3.5 Satellite bases are prohibited from keeping any protected health information.

Director:



Effective:

3/16/12

Reviewed: \_\_\_\_\_

Revised:

3/16/12