

Transparency

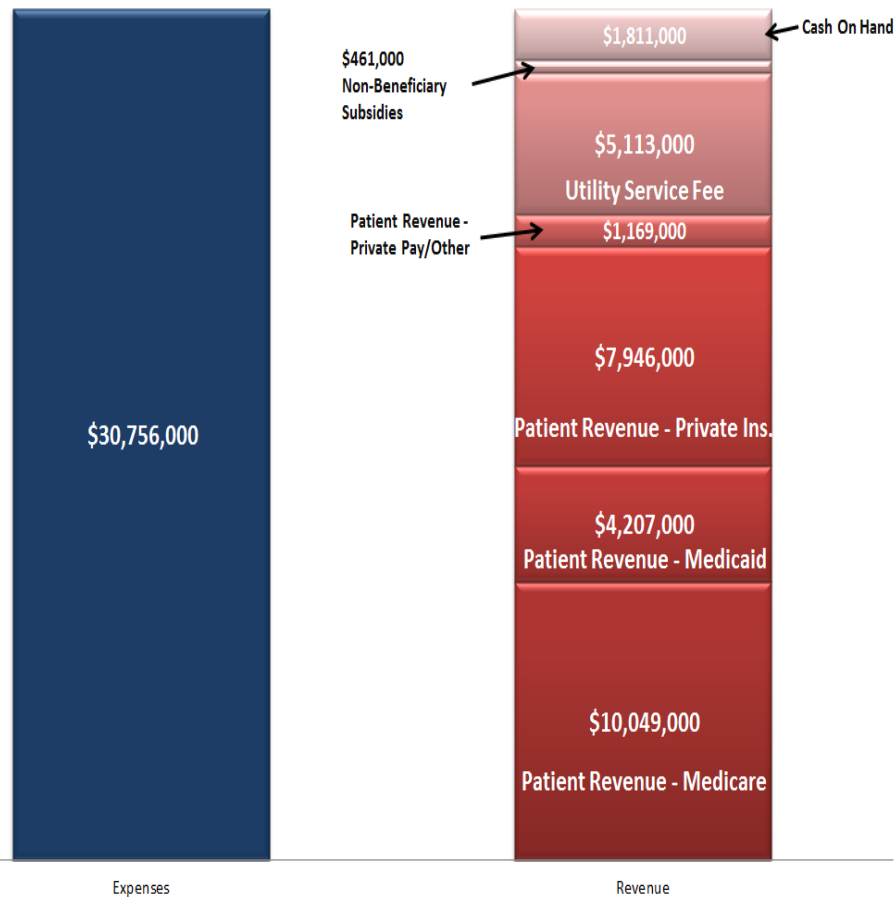
Since September 2011:

- **252 Emails**
- **166 Records**
- **206 Questions**
- **1170 Man hours**

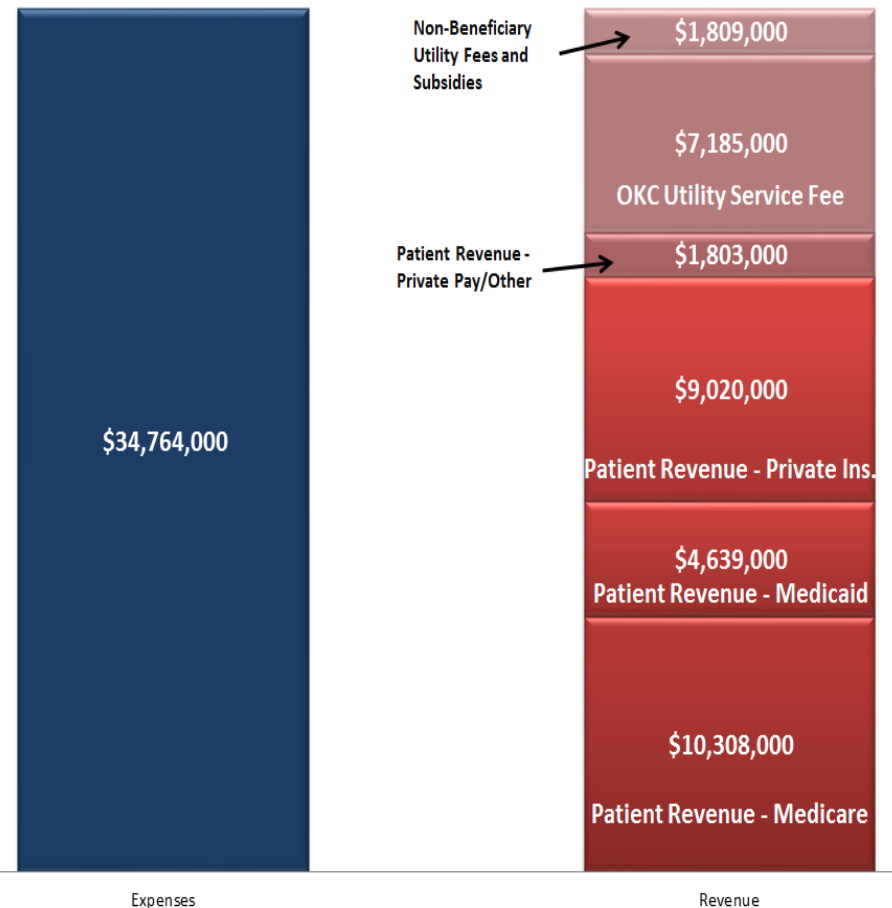
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Sources of Revenue

**EMSA Eastern Division
Expenses/Revenue Comparison**



**EMSA Western Division
Expenses/Revenue Comparison**

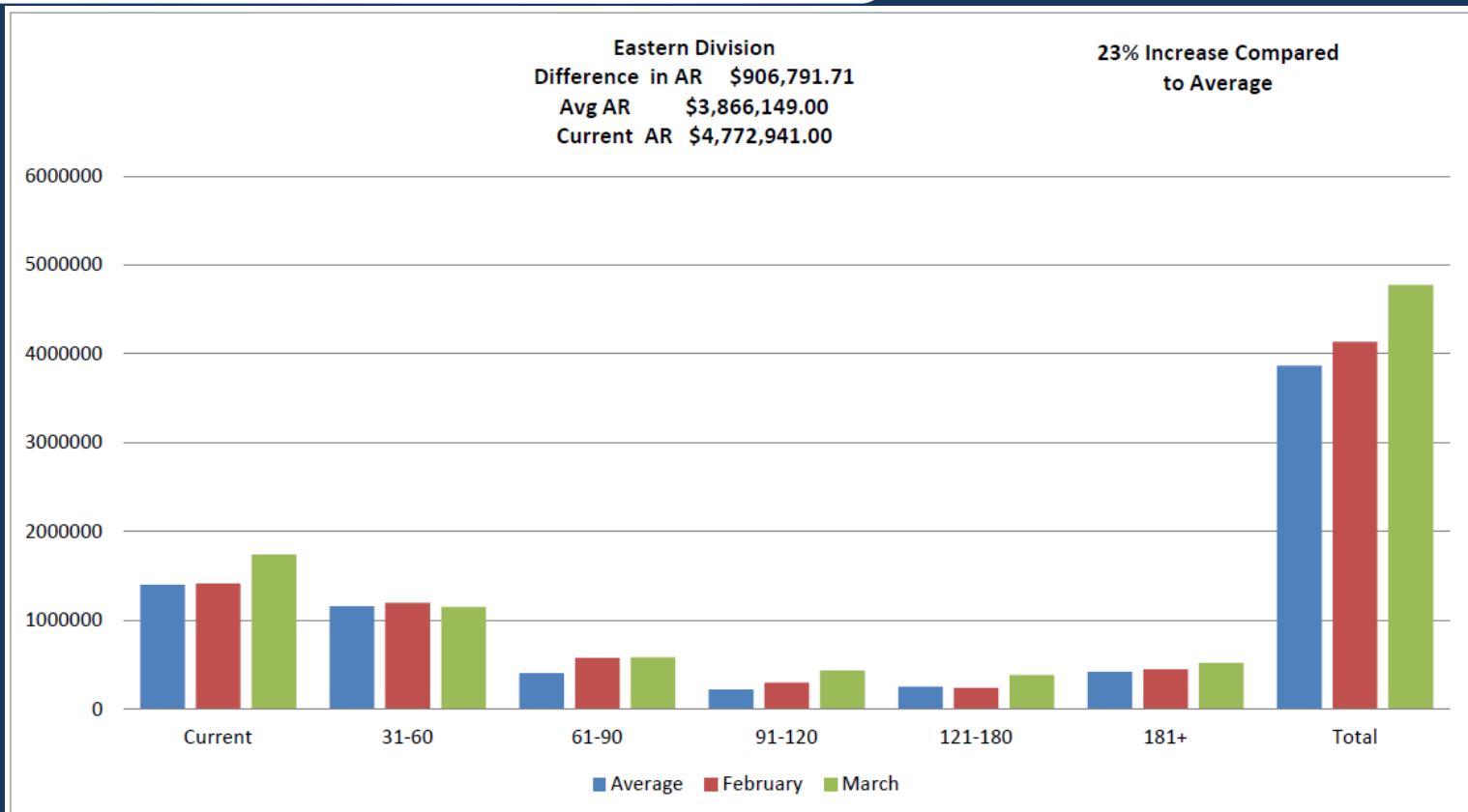


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Effect on Accounts Receivable

TULSA WORLD

...“Since the World's investigation into EMSA's billing practices began Feb. 24, the agency has not filed a single lawsuit against a patient in Tulsa County District Court, records show.”...

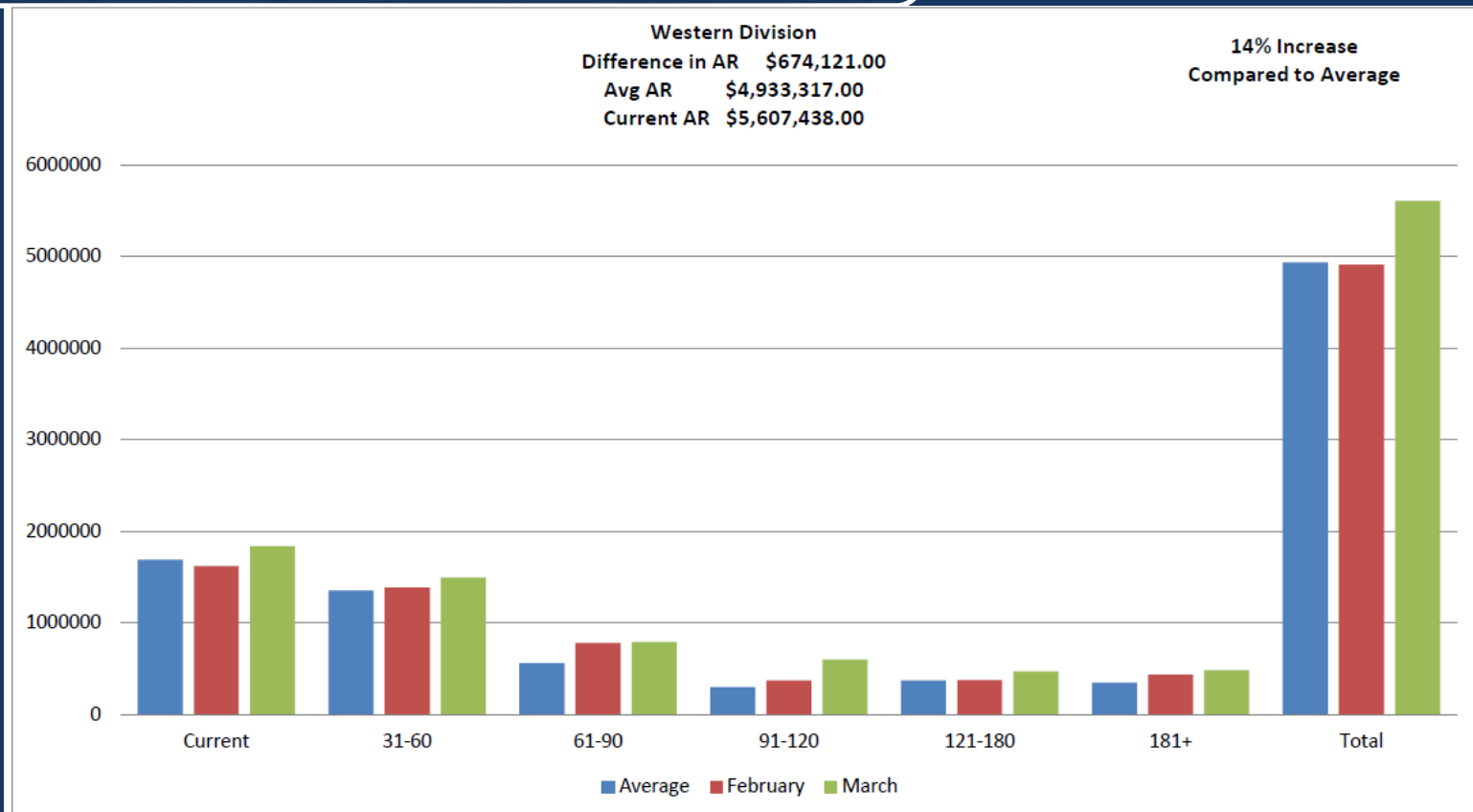


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Effect on Accounts Receivable

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...“Since the World's investigation into EMSA's billing practices began Feb. 24, the agency has not filed a single lawsuit against a patient in Tulsa County District Court, records show.”...



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News Reporting Put Into Context

TULSA WORLD

"The findings call into question repeated claims by EMSA and some of its trustees that EMSA has mishandled only a few patients' cases."

Tulsa World presented us a list of 340 court records in which they claimed we sued verified city utility fee customers of Tulsa County, Oklahoma County and Edmond.

Since 2007, consider these numbers:

- No. of transports: 500,000+
- No. of patients who have used TotalCare: 90,000+
- No. of dollars saved by those patients: \$43 million
- No. of accounts in question: 340
- No. of human/billing errors found: 1

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Misleading Information in the News

TULSA WORLD

"EMSA has sued at least 124 people who lived at addresses included in a utility fee program designed to pay for ambulance service, a Tulsa World investigation has found."

Fact:

Eastern Division (Tulsa) – 94 patient accounts:

- **41** of these patients gave an address that was opted-out on the date of service (or an address that could not be located at all in the database)
- **24** of these patients never contacted us after repeated attempts to obtain needed information
- **12** of the patients received insurance funds directly and did not remit funds to EMSA as required

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Misleading Information in the News

TULSA WORLD

"EMSA has sued at least 124 people who lived at addresses included in a utility fee program designed to pay for ambulance service, a Tulsa World investigation has found."

Fact:

- **3** contacted us but refused to provide insurance information
- **3** of the runs were prior to the utility fee program
- **2** of the patients had non-emergency runs and owed the discounted amount
- **2** of the suits had already been called back
- **1** human clerical error

6 of the 94 Tulsa suits chosen by the Tulsa World we could not locate the patient account by the defendant name(s)

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Misleading Information in the News

TULSA WORLD

"EMSA has sued at least 124 people who lived at addresses included in a utility fee program designed to pay for ambulance service, a Tulsa World investigation has found."

Fact:

Western Division (OKC/Edmond) – 246 accounts:

- **222** of the runs were prior to the utility fee program
- **5** of these patients gave an address that was opted-out on the date of service
- **3** of these patients never contacted us after repeated attempts to obtain needed information
- **3** contacted us but refused to provide insurance information

13 of the 246 OKC/Edmond suits chosen by the Tulsa World we could not locate the patient account by the defendant name(s)

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Refund Report

Refunds since Feb. 24:

- Originally five refunds reported totaling less than \$900
- Since then there have been five more for a total of 10 refunds since February 24, 2012
- 10 refunds to date total \$6,600
- The new refunds have been for individuals who did not contact our office regarding their insurance status; therefore, collection procedures were started. Once they contacted our office, a refund was provided.

EMS Liens on Insurance Proceeds

§42-49. Ambulance service provider liens.

A. Every person, company, governmental entity, or trust authority operating an ambulance service within this state who or which performs ambulance services for any person injured as a result of the negligent or intentional act of another shall, if the injured person asserts or maintains a claim against another person for damages on account of the injuries, have a lien for the amount due for the ambulance services upon any recovery or sum had or collected or to be collected by the injured person or the estate of the injured person in the event of the injured person's death, whether by judgment, settlement, or compromise.

B. In addition to the lien provided for in subsection A of this section, every person, company, governmental entity, or trust authority operating an ambulance service within this state shall have, if the injured person asserts or maintains a claim against an insurer, a lien for the amount due for the ambulance services upon any monies payable by the insurer to the injured person.

Added by Laws 1995, c. 194, § 5, eff. Nov. 1, 1995. Amended by Laws 1999, c. 293, § 23, eff. Nov. 1, 1999.

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Improved Patient Statements

- Started June 2011
- Medicare regulated changes first
- Improved, customizable statements

Improved Patient Statements

YOUR LOGO HERE
EMSA
1111 Classen Dr
Oklahoma City, OK 73103

For all billing questions, call: (405) 297-7159
Office Hours: Mon-Fri, 8am-5pm
Patient Name: Paul Patient

Paul Patient
123 Anywhere St.
St. Louis, MO 63102

IF PAYING BY VISA, MASTERCARD OR DISCOVER, FILL OUT BELOW

CARD NUMBER: EXP. DATE: AMOUNT:

STATEMENT DATE: 03/15/12 DO NOT PAY \$0 ACCOUNT NO. 123456789

CHANGES AND CREDITS MADE AFTER STATEMENT DATE WILL APPEAR ON NEXT STATEMENT.

SHOW AMOUNT PAID HERE \$

MAKE CHECKS PAYABLE / REMIT TO: EMSA
1111 Classen Dr
Oklahoma City, OK 73103

123102-12

☐ Please check box if above address is incorrect or insurance information has changed, and indicate change(s) on reverse side.

STATEMENT PLEASE DETACH AND RETURN TOP PORTION WITH YOUR PAYMENT IN ENCLOSED ENVELOPE.

Procedure Code	Description	Quantity	Payer	Amount	Contractual Allowance	Balance
A0427	ALS - 1 E	1		\$525.00	\$0.00	\$525.00
A0425	Mileage	2		\$17.00	\$0.00	\$17.00

THIS IS NOT A BILL.
You are a TotalCare/city utility fee member. We need additional information from you. Please see below.

DO NOT PAY \$0

If you have insurance which covers this service, please send complete insurance information to our office and we will be happy to file a claim on your behalf. If you do not have insurance, please contact Patient Financial Services immediately to notify us of your status.

Run Number: 12-345
Patient Name: Paul Patient
Trip Date: 3-11-2012
Transport From: 123 Anywhere St MO
Transport To: Mercy Clinic

STATEMENT SEE REVERSE SIDE FOR IMPORTANT BILLING INFORMATION

123102-12

YOUR LOGO HERE
EMSA
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Oklahoma City, OK 73103

For all billing questions, call: (405) 297-7159
Office Hours: Mon-Fri, 8am-5pm
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Paul Patient
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IF PAYING BY VISA, MASTERCARD OR DISCOVER, FILL OUT BELOW

CARD NUMBER: EXP. DATE: AMOUNT:

STATEMENT DATE: 03/15/12 PAY THIS AMOUNT \$542.00 ACCOUNT NO. 123456789

CHANGES AND CREDITS MADE AFTER STATEMENT DATE WILL APPEAR ON NEXT STATEMENT.

SHOW AMOUNT PAID HERE \$

MAKE CHECKS PAYABLE / REMIT TO: EMSA
1111 Classen Dr
Oklahoma City, OK 73103

123102-12

☐ Please check box if above address is incorrect or insurance information has changed, and indicate change(s) on reverse side.

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A0427	ALS - 1 E	1		\$525.00	\$0.00	\$525.00
A0425	Mileage	2		\$17.00	\$0.00	\$17.00

If we have missed your participation in our TotalCare/city utility fee program in error, please contact Patient Financial Services immediately to notify us of your status.

TOTAL DUE \$542.00

If you have insurance which covers this service, please send complete insurance information to our office and we will be happy to file a claim on your behalf. If you do not have insurance, please contact Patient Financial Services immediately to notify us of your status.

Run Number: 12-345
Patient Name: Paul Patient
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