

FIREHOUSE Software®

The world depends on you. You can depend on us.

FH Billing EMS Billing Services

To help extend the powerful capabilities of your ACS FIREHOUSE Software, we offer our **FH Billing Service** for EMS Transports. *FH Billing Service* is fully integrated with the FIREHOUSE Software System.

EMS Transport reimbursement can be challenging for Fire Departments and other EMS Providers. Many EMS Providers do not have the staff or resources necessary to maintain timely billing and collection activities, let alone keep track of constant Medicare and Medicaid changes.

FH Billing Service makes it simple: Your EMS incident reports, entered in FIREHOUSE Software or FH Mobile ePCR, are processed with industry-leading software by our experienced and knowledgeable staff. The gathered billing information is seamlessly transmitted to a centralized ACS Emergency Services Group Billing Operations Center. In turn, ACS Emergency Services billing experts collect the medical debt on behalf of the EMS Provider. Additionally, we provide detailed reporting for operational review. As a “full-service” Billing Service, ACS Emergency Services incorporates functionality consistent with a comprehensive approach necessary for HIPAA compliance, providing a very important element of an agency’s overall HIPAA Compliance Plan.

For more than two decades, ACS has been a premier provider of EMS Billing Services. In fact, ACS has already collected in excess of \$250 million, for our clients nationwide. ACS bases our compensation on a percentage of collections (or a claims processing fee). In every case, we have increased collections and efficiency for our clients. We never focus on set collection rates, which can differ greatly from community to community, but rather on consistently increasing net revenues year after year. And the fact that many of our existing clients have been with us for almost as long as we have been in business is a testimonial to our success in these billing and collection efforts.

At a time when cities are struggling to meet the growing demands on their EMS systems within difficult budget constraints, ACS FIREHOUSE Software technology increases productivity, and maximizes net revenue collections. **Our ACS FIREHOUSE experts in technical system integrations enable Fire Departments and other EMS providers to focus on what they do best: Saving lives.**



A **xerox**  Company

FIREHOUSE Software®

The world depends on you.
You can depend on us.



FIREHOUSE Software was the first to earn Gold level Compliance certification for submission of EMS patient records using the NHTSA version 2.2.1 dataset.

Technical Capabilities

ACS FIREHOUSE Software and FH Mobile ePCR provide EMS personnel a tool for capturing complete patient data, real-time, in the field at a patient's side, in the ambulance on the way to the hospital, or at your desk after returning to the station.

ACS FIREHOUSE Software provides:

- A source for integration with modules such as; Inventory/Maintenance, Staff/Activities, Occupancy, NFIRS, and Staff Scheduling modules.
- Extensive analysis tools for reporting on quality of care delivered, feedback on policies, and providing decision support for continuous quality improvement.
- Single point of control for key components such as security, system rules, templates for managing frequent patients, auto-narratives, signature forms and audit trails, to maximize efficiency and accuracy of documentation.
- A NEMSiS Gold Certified software - scalable to the needs of local, state, and federal requirements and versatile to endure comprehensive patient care documentation.
- Complete integration with ACS Emergency Services Billing Services. Billing Data is seamlessly transmitted from FIREHOUSE Software to ACS' full-service billing service.

ACS FH Mobile ePCR provides:

- Mobility. Deploy mobile Computers with FH Mobile ePCR Software
- Complete integration. Users can synchronize supporting detail records from FH then update FH with complete EMS patient information with a single click.
- Versatility. Define the data elements included in a patient record based on department, local, or state user-defined protocols and specify the display order for easy data entry.
- Efficiency. Press a single button to add a procedure or medication record. Create auto-generated narratives. Use memorized record templates to quickly fill in standard information. Add crew members for a mobile workstation, or use information from the FH Staff Roster or FH Staff Scheduling.

The ACS Difference

Many Americans are without health insurance coverage and not qualified for Medicare and/or Medicaid. EMS services are delivered without regard to a patient's ability to pay. During a medical emergency, it's often difficult to ask for a patient's name and address. Even if a social security number or health insurance information can't be obtained, the lack of that information would never influence the delivery of services.

ACS is knowledgeable and sensitive when it comes to the differences between traditional consumer debts and medical billing claims. We help EMS crews gather as much information as possible after the patient is transported in order to collect additional data needed for billing purposes. When crucial billing information and authorization is unavailable, we resolve the situation as beneficially as possible with proven collection techniques, including the use of insurance eligibility research services. This allows Fire Department and other EMS Providers to increase revenues while minimizing citizen complaints.

Contact Information

For more information, e-mail us at FHBilling@acs-inc.com or telephone (800) 921-5300.