

Case Study | EMS Solutions

Frederick-Firestone Fire Protection District



Tri Area Ambulance was an Amazon Billing software customer in 1998 (before my time). In about 2001, Tri-Area Ambulance District chose to get out of the internal billing side of the ambulance business and joined the Sweet Billing Service (SBS). In January 1, 2006, Tri Area Ambulance merged into the Frederick-Firestone Fire Protection District and the fire district became a fire-based paramedic transport system. After the fire department merger, other billing options were reviewed, however SBS was doing such a great job for Tri-Area that the fire district chose to become a SBS customer and continue outsourcing the billing with them.

Service Information

The Frederick-Firestone Fire Protection District was created in 1975. The fire district covers approximately 32 square miles and 20,000 residents of southwest Weld County, about 20 miles north of Denver, Colorado. The fire district began fire based-paramedic transport service January 1, 2006. The district is covered daily by a shift captain, two firefighter/paramedics and a minimum of five firefighter/EMTs. Additionally, the District utilizes 30 Reserve Firefighter EMT's to boost staffing levels and staffs an additional ambulance when call volumes dictate. The crews are staffed out of three stations. District responders respond to approximately 1,300 calls per year, of which 85% are EMS/ambulance type responses. The District's average transport is 15 miles with our level 2 trauma center located 25 miles away.

What makes your service unique?

In 2007, Denver AirLife, a local medical helicopter service began operations out of one of our stations. Denver AirLife built a helistop and made modifications to allow 24/7 staffing and helicopter availability.

What software programs and services are utilized in your organization?

Through SBS, we utilize Fusion ePCR for all our patient care reports. SBS provides all our claims processing.

Why did you choose to go with Sweet Billing Services?

We looked at costs of software, hiring and retaining a qualified billing specialist in a small community and decided we didn't want to do that. At that time, we decided the fees of SBS would be less than 50% of an internal FTE, plus we could avoid annual software fees and issues with an in-house billing specialist. So, without even looking at specific collection numbers, we knew SBS would be more cost efficient, allowing us to focus on patient care and leave the billing to the real specialists.

As far as our satisfaction with the SBS staff, I could go on and on about them. I feel completely in the loop with any of our



Division Chief of Life Safety | Tim Zimmerman

patients. I hear regularly from our patients how pleasant and helpful the SBS folks are with helping them with the insurance process. Although we are physically separated by 1000 miles, we work together like we share an office.

What advice would you offer other EMS services that you wish you may have known when you first got into this business?

Work hard on the front side of the billing/claims preparation. Claims processing is so dependent on the information provided to the billing specialists. Develop a first name relationship with the admissions clerks at the hospitals and work together to ensure accurate billing on the first attempt.

Key Benefits

- Economical solution for expert billing services in a small, rural town
- Superior customer service
- Integrated electronic patient care reporting saves time